QUEST PLUS
PELLET STOVE

Owners Manual
&
Operating Instructions

– SAVE THESE INSTRUCTIONS –

THIS STOVE MUST BE PROPERLY INSTALLED AND OPERATED IN ORDER TO PREVENT THE POSSIBILITY OF A HOUSE FIRE. PLEASE READ THIS ENTIRE OWNER'S MANUAL BEFORE INSTALLING AND USING YOUR WHITFIELD PELLET STOVE. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH. CONTACT YOUR LOCAL BUILDING OR FIRE OFFICIALS TO OBTAIN A PERMIT AND INFORMATION ON ANY INSTALLATION RESTRICTIONS AND INSPECTION REQUIREMENTS IN YOUR AREA.

Congratulations on the purchase of your Whitfield Quest Plus Pellet Stove!

When you purchased your Whitfield stove, you joined the ranks of thousands of concerned individuals whose answer to their home heating system reflects their concern for aesthetics, efficiency and our environment. We extend our continued support to help you achieve the maximum benefit and enjoyment available from your pellet stove.

Please familiarize yourself with this Owner's Manual before installing your Whitfield stove. This manual covers, in detail, the necessary steps required in assembling and installing your Whitfield pellet stove in a safe manner.

We at Pyro Industries, Inc. the manufacturer of the Original Pellet Stove thank you for selecting a Whitfield as the answer to your home heating needs.

Sincerely,

All of us at Pyro Industries, Inc.

–SAVE THESE INSTRUCTIONS–

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The drawings in this manual are not drawn to architectural scale and should be used for reference only. Actual dimensions as printed in the text are accurate. Refer to this manual for detailed installation dimensions, instructions, specifications and other requirements.

Safety Precautions

Safety Notice

THIS STOVE MUST BE PROPERLY INSTALLED AND OPERATED IN ORDER TO PREVENT THE POSSIBILITY OF A HOUSE FIRE. PLEASE READ THIS ENTIRE OWNER'S MANUAL BEFORE INSTALLING AND USING YOUR WHITFIELD PELLET STOVE. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH. CONTACT YOUR LOCAL BUILDING OR FIRE OFFICIALS TO OBTAIN A PERMIT AND INFORMATION ON ANY INSTALLATION RESTRICTIONS AND INSPECTION REQUIREMENTS IN YOUR AREA.

Installation Disclaimer

THIS STOVES EXHAUST SYSTEM WORKS WITH NEGATIVE COMBUSTION CHAMBER PRESSURE AND A SLIGHTLY POSITIVE CHIMNEY PRESSURE. THEREFORE, IT IS IMPERATIVE THAT THE EXHAUST SYSTEM BE GAS TIGHT AND INSTALLED CORRECTLY. SINCE PYRO INDUSTRIES, INC., HAS NO CONTROL OVER THE INSTALLATION OF YOUR STOVE, PYRO INDUSTRIES GRANTS NO WARRANTY, IMPLIED OR STATED FOR THE INSTALLATION OR MAINTENANCE OF YOUR STOVE, AND ASSUMES NO RESPONSIBILITY FOR ANY CONSEQUENTIAL DAMAGE(S).

Detailed Safety Precautions

Fuel - With its advanced UltraGrate technology, the Whitfield Quest Plus is designed and approved for the burning of wood residue pellets with up to 3% ash content (i.e...cardboard, nut hulls, cherry pits etc.). The burning of agricultural residues (i.e.... corn, alfalfa etc.) in pellet form is not permitted. Failure to comply with this restriction will void all warranties and the safety listing of the stove. Consult with your dealer for more information on approved pellet fuels and the proper burn grate for the fuels in your area.

Cleaning - There may be some build-up of dust and smaller quantities of soot or creosote in the exhaust system over the burn season. This will vary due to the ash content of the fuel being burned. A precautionary inspection on a regular basis is advisable to determine the necessity of cleaning.

Continuous Operation - When operated correctly, the Whitfield Quest Plus cannot be over-fired. Continuous operation at a maximum burn can, however, shorten the life of the electrical components (blowers, motors, and electronic controls), and is not recommended. Typical approved operation would include running at setting numbers Two, Three or Four, with occasional running on number Five during the coldest periods of the winter. The blower speed control should be turned to #5 when operating the stove on the number five heat setting.

Liquid Flammables - Gasoline or other flammable liquids must NEVER be used to start or "freshen-up" the fire. Keep all such liquids well away from the stove at all times.

Ashes - Any ashes removed from the Whitfield Quest Plus must be deposited in a metal container with a tight-fitting lid. The closed container of ashes should be placed on a noncombustible floor or on the ground, well away from all combustible materials, pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have been thoroughly cooled.

Power - The appliance is provided with a detachable, grounded electrical cord. This cord should be plugged into a standard, 115 volt, 60 Hz grounded electrical outlet. The approximate power requirement is 200 watts, or will peak to approximately 700 watts for 15 minutes when the self-igniter is operating. The power supply cord must be routed to avoid contact with any of the hot or sharp exterior surface areas of the stove. In addition, any Whitfield Quest Plus stove that is installed in a mobile home must be: Connected to a source of outside air, Electrically grounded to the steel chassis and Bolted to the floor in compliance with and according to H.U.D. requirements unless otherwise specified by state or local authorities.

Soot Formation - For all wood pellet fuel-burning heater products the combustion gases will contain small particles of fly ash. The fly ash will collect in the exhaust venting system and restrict the flow of the flue gases, over time. Incomplete combustion, such as occurs during startup, shutdown, or incorrect operation of the room heater will lead to some soot formation which will collect in the exhaust venting system. The exhaust venting system should be inspected at least once every year to determine if cleaning is necessary.

Detailed Safety Precautions (cont'd)

Auger - Pellet fuel is fed to the burn grate by a screw auger. This auger is driven by a high torque motor. The auger is capable of doing serious harm to fingers. Keep pellets in the hopper at all times and keep fingers away from auger. The auger can start and stop automatically at any time while the stove is running.

Smoke Detector - Depending on your local codes, a smoke detector may be required in the room where the stove is installed. We recommend that smoke detectors be installed in all homes and maintained in an operational condition at all times, no matter whether you are using a heating appliance or not.

Safety Testing

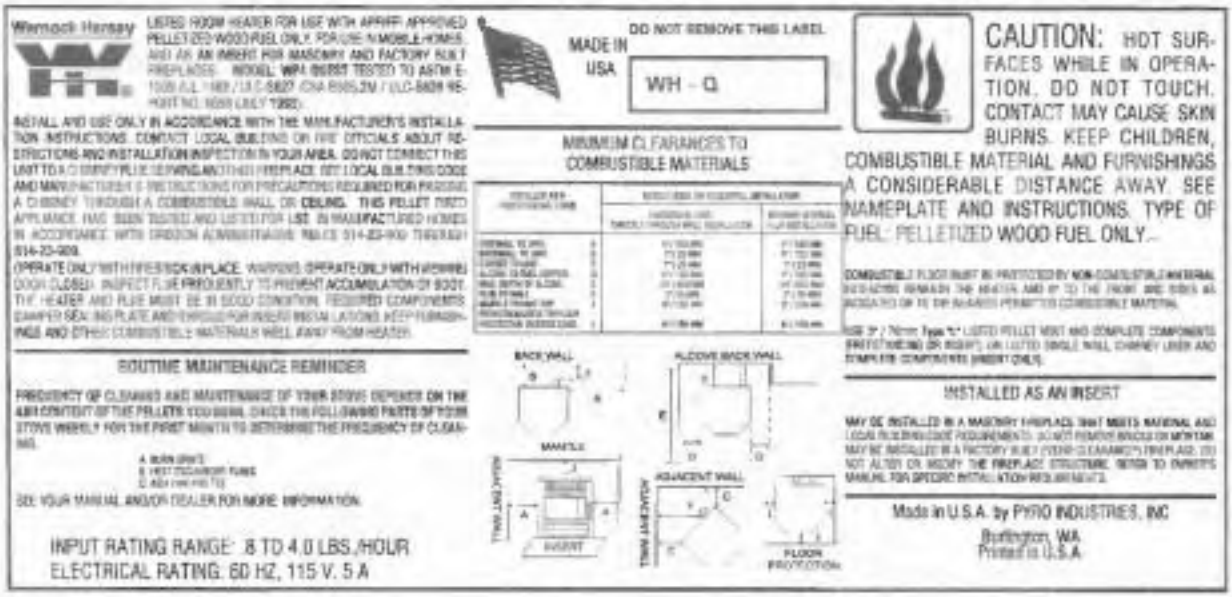
In accordance with the specifications and procedures listed in UL 1482 & ASTM E1509 for solid fuel room heater, the Whitfield Quest Plus pellet stove has been independently tested and listed by Warnock Hersey, (an accredited testing laboratory) to UL, ULC and CSA standards. UL 1482 states requirements for installations as a freestanding room heater, or hearth insert for masonry or metal (zero clearance) fireplaces. The safety listing label is located on the inside hopper surface of the Quest Freestanding stoves. Please read this safety label carefully. It contains important information about installation and operation of your Whitfield Pellet Stove.

This Owner's Manual is provided to you to supplement, rather than replace or update, the information contained on the safety label. Note that your STOVE'S serial number is located on the safety label. Your stoves serial number is preceded by a "WH-". The serial number for insert stoves is also located on a label under the hopper lid. This appliance is designed specifically for use only with pelletized fuels. It is tested and listed for residential installation according to current national and local building codes as:

- **A Freestanding Room Heater**
- **A hearth insert when installed into a masonry or factory built fireplace.**
- **A Mobile Home Heater**

Note: *This stove is not intended for use in commercial installations other than where the stove is being sold without prior approval from Pyro Industries, Inc.*
The stove will not operate using natural draft, nor without a power source for the blower and fuel feeding systems. The appliance is provided with an exhaust connector for a 3 inch listed type "L" double wall pellet vent pipe with stainless steel inner liner.

Whitfield Quest Plus Pellet Stove Safety Label



Whitfield pellet stoves and fireplace inserts are safety tested and listed by Warnock Hersey Professional Services, Ltd.

Pellet Fuel

General Information

Using the UltraGrate burn system, the Whitfield Quest Plus has been designed to burn wood residue pellets with up to 3% ash content. Agricultural pellets (i.e... Corn, alfalfa etc.) are not permitted to be burned in the stove. Dirty fuel will adversely affect the performance of the stove.

Caution: The use of unapproved, dirty, wet and/or high salt content fuel will void the warranty!

Wood pellets manufactured to the Pellet Fuels Institute (P.F.I.) Certification Standard are available in two grades, Standard and Premium. The primary difference between the two is the ash content of the pellets.

The P.F.I., specification for Standard Grade & Premium Grade residential pellet fuel is as follows:

CHLORIDES (Salt): Less than 300 p.p.m..
BULK DENSITY: 40 lb. / cu. ft. minimum
MOISTURE CONTENT: 8% maximum
ASH CONTENT: < 3% maximum (Standard Grade) < 1% maximum (Premium Grade)
FINES: 0.5% maximum through a 1/8" screen

Clinkering

Silica (or sand) in the fuel, along with other impurities, can cause clinkering. A clinker is a hard mass of silica formed in the burning process. Clinkering is a function of the fuel, (not the stove), but adversely affects the performance of the stove by blocking off the air passages in the grate. Even P.F.I. approved pellet fuel may tend to clinker. A clinker can be removed from the burn grate and placed in the ash pan with the use of the grate scraper/ash pan tool furnished with your stove. See Routine Maintenance for more information on cleaning.

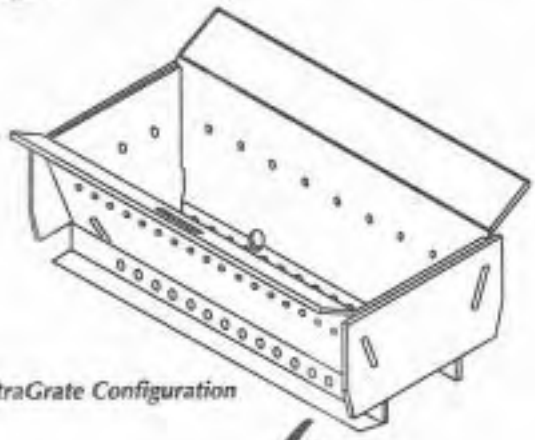
Ash

The frequency of removal of the ash and maintenance performed on the stove is directly proportional to the ash content of the fuel and the operation duration of your Whitfield Stove. Low ash fuel may allow longer intervals between cleaning, however, a stove burning high ash fuel may need to be cleaned as often as everyday.

PLEASE NOTE: Pyro Industries, Inc., has no control over the manufacturing of pellet fuel and will not be held responsible for poor stove performance or any damage caused by inferior pellet fuels.

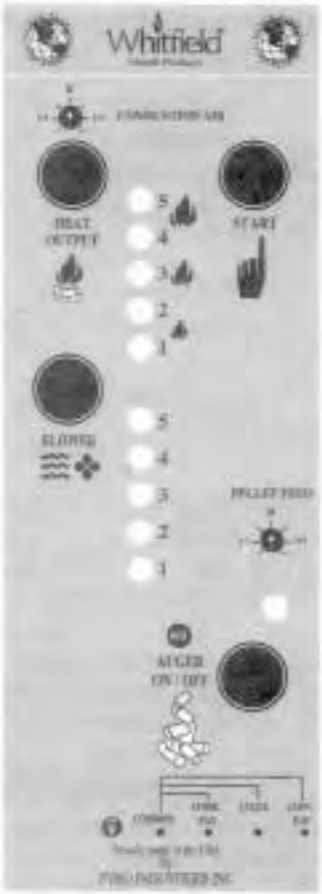
Fuel Feed Rates

Different brands of pellets will feed at varying rates due to their size and density (length and diameter). This may require a slight adjustment in the damper control or the pellet feed control to compensate. See Operating Instructions on page 9.



UltraGrate Configuration

Stove Operating Controls



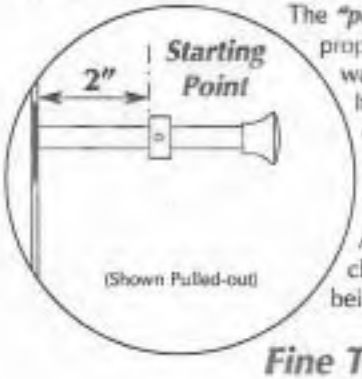
Control Board

- ***Start Switch*** — The push-button **START** switch activates the convection blower and the combustion blower. If the exhaust does not reach operating temperature within 30 minutes, the stove will automatically shut down. The blowers can be restarted by pushing the START switch again.
- ***Auger On/Off Switch*** — The **AUGER ON/OFF switch** activates the fuel feed (auger) motor only. The **START** switch has to be activated to give power to the **AUGER ON/OFF SWITCH**. When the **AUGER ON/OFF SWITCH switch** is turned off, the fuel feed will stop and the blowers will continue to operate until the stove has cooled down sufficiently (up to 45 minutes); then the stove blowers will automatically turn off.
- ***Heat Output Switch*** — When on manual operation, the **HEAT OUTPUT** switch provides the ability to burn at five burn rates. Pressing the heat output switch will increase the setting by one position. (After setting #5 it will revert to #1). The **HEAT OUTPUT** switch alters the fuel feed rate and the combustion air supply simultaneously. The control is preset to provide the optimum ratio of fuel and air at each setting.
- ***Thermostat Operation*** —While on thermostat operation, the stove operates under two settings. There is a "pilot" (low) setting and a "demand" (high) setting. If your thermostat senses the room heat to be higher than your selected temperature, the thermostat will set the stove to the "pilot" or low setting. This is equivalent to physically setting the stove on **HEAT OUTPUT** setting #1. If your room temperature is lower than the selected thermostat temperature, the thermostat will operate the stove at the **HEAT OUTPUT** switch setting you have manually selected. Use a **HEAT OUTPUT** switch setting from #2 through #5. The heat output light will flash on and off during thermostat operation.
- ***Auger "On" Light*** — The red light on the control panel indicates that there is power to the auger motor. Under normal operation, this light will blink on and off.
- ***Blower Speed Switch*** — This button on the control panel controls the speed of the convection fan. Turning up the fan will increase the amount of heat into the room. **For the best efficiency use the maximum blower speed when high heat output settings are used. The control will limit the blower settings to 2 & 3 at heat output settings 4 & 5 respectively. In other words, when heat output is set to 5, the blower will scroll through speeds 3, 4 and 5.**
- ***Combustion Fan Trim*** — The Combustion Fan Trim is located just above the Heat Output Selector switch. Turning the Trim Control counterclockwise will decrease the amount of combustion air entering the burn grate. Turning the control clockwise will increase the amount of combustion air entering the burn grate. The Trim Control is factory set at the (0) position.
- ***Auger Trim Control*** — The Auger Trim Control is located just above the Auger On/Off switch. Turning the Trim Control counterclockwise will *decrease* the amount of fuel delivered to the burn grate. Turning the control clock wise will increase the amount of fuel delivered to the burn grate. The trim control is factory set at the (0) position.
- ***Convection Fan Trim*** — The convection fan trim is located on the backside of the control panel. This can be used to eliminate fan noise by trimming fan speed slightly above or below a noise band. It can also increase air circulation velocity on #5 setting if required.

NOTE: It is recommended that the damper be used to fine tune your stove to your particular fuel & installation, (see page 8). It is also recommended that you contact your Whitfield Dealer before adjusting the combustion, convection or auger trim controls.

Stove Damper Settings

FREESTAND STOVE DAMPER



The ***"push-pull"*** damper rod is located on the lower right side of the Freestand model stove. The proper damper setting, to use as a starting point, is 2". It is set by pulling the damper out all the way and measuring the distance between the side panel and the inside surface of the set collar. If adjustment is required, loosen the set screw on the set collar, with the allen wrench provided. The collar will now slide freely on the damper rod. After adjustments have been made, tighten the collar set screw. The damper rod must now be pushed in until the set collar contacts the side panel. This completes the damper setting.

As stated the **2"** setting is the recommended ***"starting point"*** for your stove. You may need to change this setting depending on the venting configuration, site elevation or the brand of pellets being used.

Fine Tuning: This is the process that will provide the proper air-to-fuel ratio. If your flame is **red/orange** with evidence of soot at the top of the flame, you need more air. Pull the damper out until the flame becomes yellow and begins to ***"dance"***. If the air blows pellets out of the grate or puts the fire out on low settings, you have too much air. Push the damper farther in. When adjusting the damper, short 1/4" changes should be used. Run the stove appx. 30 minutes before additional damper adjustments are made. When your particular damper setting has been established, the set collar should be loosened and positioned against the surface of the side panel. The collar set screw must be tightened at this time. This is a safety feature to protect against accidental damper closure. **If the damper is accidentally pushed in too far, pellets can pile-up in the grate. In extreme cases pellets can accumulate back up in the feed tube. Pellets can smolder and produce smoke in the house.** Once the damper is set for your particular fuel and installation, it will not need to be readjusted unless a different type of pellet fuel is used. If the flame begins to look lazy, with a red/orange colored flame, do not immediately adjust your damper. First check for ash build up either in the grate, below the grate or in the vent system. These conditions can restrict the combustion air flow and upset the air-to-fuel ratio. Remember to always shut your stove down and allow it to cool completely prior to cleaning. ***NOTE: If the proper flame cannot be achieved with the damper control, adjustment of the trim controls may be necessary.*** *(see page 7)*

INSERT STOVE DAMPER

The damper plate, for the Insert model Quest "Plus", is packed with the product's accessory components. The damper plate needs to be installed before inserting the stove in the fireplace. No tools are required for this installation. Simply slide the damper into the slot between the blower and the rear of the firebox. This is located on the right side of the stove near the exhaust tee, (see photo A). The plastic knob will be attached to the damper plate along with two nylon flat washers. Remove the plastic knob and on of the nylon flat washers. The threaded stud, on the damper plate, can now pass through the slot in the right side shroud panel. The washer and knob can now be attached. The damper assembly should be locked in position by tightening the black knob. To adjust the damper the knob must be unscrewed slightly. With the knob slightly loose the damper will slide freely in and out. A total damper travel distance of 3" is provided. The recommended starting point for the damper is 1" open, (see photo B) Your stove may require a different damper setting depending on the venting, site elevation and type of fuel being used. When the desired damper setting is found the black knob should be threaded tight. This will secure the damper in the proper location.

PHOTO A
(damper position behind firebox)

PHOTO B
(recommended Starting position)

STOVE BREAK-IN

Important Note: All stoves need to go through a break-in period. During this period, (appx. 4-8 bags of pellets), the auger motor and the auger feed screw need to break in to reach the specified fuel feed rate. Expect the fuel feeds and the flame appearance to be low during this time. The damper will need to be readjusted after the break-in period. It is recommended that the stove be monitored during this period. Due to the fact that the pellet feed increases through the break-in period, the fuel-to-air ratio could become imbalanced and pellets could pile up in the grate. Simply pull the damper out for more combustion air.

Operating Instructions

Manual Lighting Procedure:

If Priming Is Required

1. Fill the hopper with recommended pellet fuel and plug the stove into the wall outlet.
2. Press the Start switch on the control panel. This will activate both blowers. Press the Auger **ON/Off** switch on the control panel. This will activate the auger motor. Next, press the heat output switch to position #5 (maximum feed rate).
3. Look through the combustion chamber door and when you see the first pellets dropping into the grate the auger is then fully primed. It will take **10** to **15** minutes to prime the auger.
4. Once the auger is primed, unplug the stove to turn off the blowers and auger for a minimum of 30 seconds. You need only do this when priming the auger. Once the stove is shut down, plug it into the wall outlet again.

Manual Starting Steps

1. Place a recommended fire starter (see your dealer for appropriate fire starter) in the burn grate and put a handful of pellets on top of the starter. **DO NOT USE FLAMMABLE LIQUIDS TO START YOUR STOVE.**
2. Light the fire starter in the grate with a match and close the door.
3. After approximately 10 seconds, press the **START SWITCH**. You will notice that the fire will become active and there will be air coming from the heat exchanger tubes.
4. After the pellets in the grate are burning sufficiently (red hot coals), press the Auger **ON/OFF** switch: this will activate the auger motor, and pellets will begin to feed into the burn grate. Your blower motors will continue to operate.
5. After the pellets are burning well, press the **HEAT OUTPUT** selector to the desired setting. Combustion air and the pellet fuel feed rate will adjust automatically as the **HEAT OUTPUT** selector is pressed. The flame should be bright yellow in color and there should be no evidence of soot formation at the top of the flame. Press the Blower Speed switch to increase or decrease the desired amount of convection air from your stove. If operating your stove with a wall thermostat, adjust the heat output selector switch to the desired demand mode (#2 through #5 on the heat output selector switch).

Lighting Stove With Optional Fastfire™ Self-Igniter:

1. Fill the hopper with recommended pellet fuel and plug stove into wall outlet.
2. Push the **Start** button on the control board to activate the igniter.
3. Press the Auger **ON/OFF Switch** to the **"ON"** position.
4. Pellets will start feeding into the grate and should begin to ignite within three to seven minutes. The self-igniter will automatically shut-off after 15 minutes.
5. If the auger system is not primed with pellets, as in a first time start-up or when the stove has completely run out of fuel, it may take a few extra minutes to start. In these circumstances if the stove does not start after the 15 minute ignition cycle, unplug stove, plug back in and press start button.
6. Air is drawn from the convection air system and is blown across the igniter element to produce a flow of super heated air. This stream of air is directed through a hole in the back of the burn grate.

Tip: *set the blower speed (convection air) selector to a higher setting for better start-up.*

7. After the pellets are burning well, press the **HEAT OUTPUT** selector to the desired setting. Combustion air and the pellet fuel feed rate will adjust automatically as the **HEAT OUTPUT** selector switch is pressed. The flame should be bright yellow in color and there should be no evidence of soot formation at the top of the flame. Press the Blower Speed switch to increase or decrease the desired amount of convection air from your stove. If operating your stove with a wall thermostat, adjust the heat output selector switch to the desired demand mode (#2 through #5 on the heat output selector switch).

Turning Off Your Whitfield Pellet Stove:

Press the Auger **On/Off Switch** to turn the fuel feed off. Pellets will stop feeding and the red light will stop blinking. Both blowers will continue to operate. The blowers will automatically turn off after 30 to 45 minutes. The low temperature switch will also shut the stove down safely if it runs out of fuel.

General Operating Considerations

Proper Burn Characteristics:

The flame in your stove should be bright yellow under normal operation. If the flame becomes lazy with a reddish/orange color, the damper position may need to be changed to provide more combustion air. Excessive amounts of flyash built-up in the grate, clinkers in the grate, or leakage of air (if the grate is not properly seated) will starve the fire for air. (See ROUTINE MAINTENANCE for information on cleaning the stove). If the problem persists, review the troubleshooting section at the end of this manual.

Pellet Feed/Pellet Size:

The pellet feed system is designed to handle a wide range of pellet sizes up to a maximum of 5/16" diameter. Different pellets may feed at considerably different rates. You may notice a difference in the burn if you change pellet fuel sizes. The longer the pellet, the slower it will feed and vice versa. If the stove will not stay burning at the minimum fuel feed setting, those particular pellets may not be feeding fast enough. If this happens, reduce the amount of combustion air by adjusting the collar on the damper rod. The factory setting is 2".

Long Burn Time:

The stove may be safely operated on a continuous basis, but it is recommended that it be turned down overnight or when the room is vacated for long periods of time. A 40 lb. bag of pellets should last approximately 12 hours on high and over 24 hours on low, depending on the type and size of pellets you are burning. Burn times will vary plus or minus 2 hours depending on the type of pellets burned.
***NOTE:** It is normal for some ash to build up on the inner glass surface at the lower burn settings.*

AUTOMATIC SAFETY FEATURES

Power Outage:

During a power outage, the stove will shut down safely. It will not automatically restart when the power is restored unless the exhaust temperature is still hot enough. The solid state control has an internal memory that will retain heat output and blower speed settings through voltage interruptions. A small amount of smoke may leak from the top of the window glass, the hopper and from the combustion air intake, if the stove is vented horizontally. This will not persist for more than 3 to 5 minutes and will not be safety hazard. It may set off your smoke alarm. To re-light the stove, follow the normal procedure for starting your stove.

Note: *If the area in which you live is prone to frequent power outage, it is recommended that a minimum of 8 ft. (2.5 m) of vertical vent pipe be included in a freestanding installation to induce a natural draft in the event of a power failure.*

Overheating:

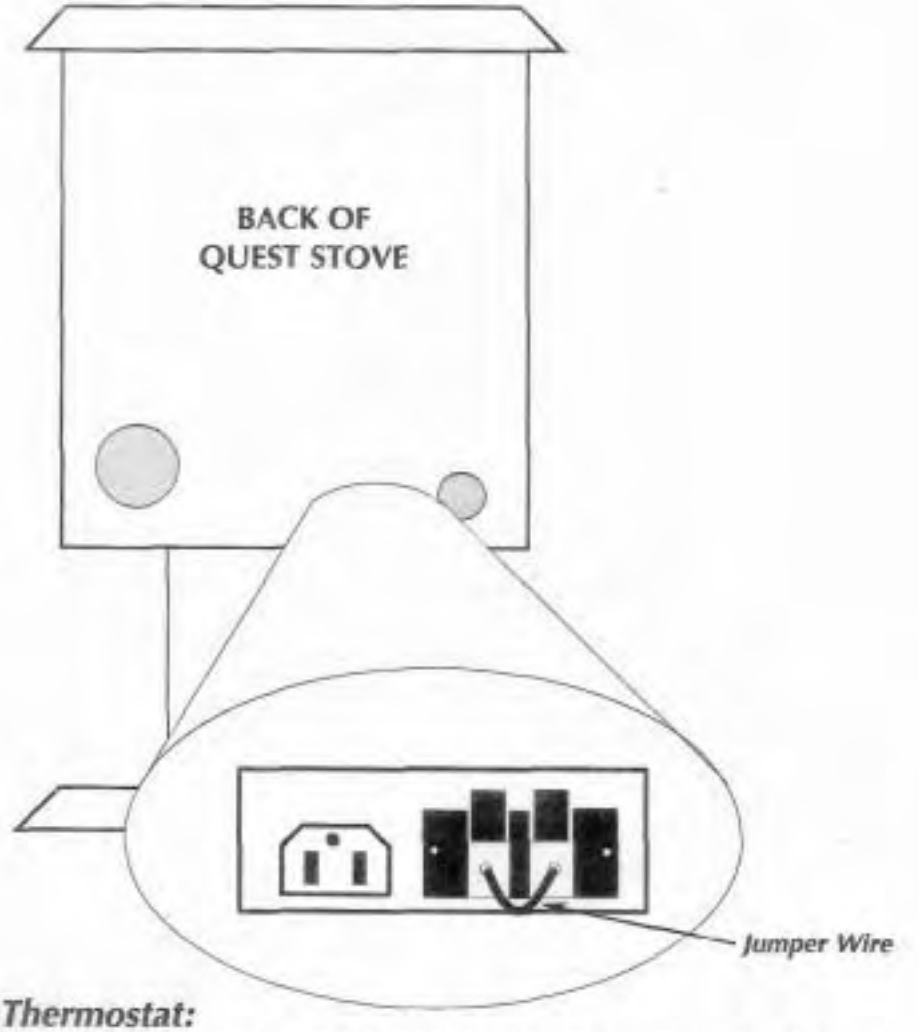
A high temperature switch will automatically shut down the stove if it overheats. The stove will need to be manually re-lit. Allow up to 45 minutes cooling time before re-lighting. Keep enough convection air going through stove to keep it cooling properly, this will ensure long life of stove. If the overheating continues, contact your dealer for more information.

Safe Shut Down of Your Stove:

Push the **Auger ON/OFF Switch** to the **"OFF"** position. This will turn the auger motor off and pellets will stop feeding. Both blowers will continue to operate for a period of time (up to 45 minutes) until the exhaust temperature cools sufficiently. The blowers will automatically turn off at that point.

Thermostat Installation

NOTE: ALWAYS DISCONNECT POWER BEFORE PERFORMING THE THERMOSTAT INSTALLATION.



To Install A Wall Thermostat:

1. Check the type of thermostat you are about to install, Solid State Electrical thermostats are **NOT** approved for use with the Quest Series pellet stoves. Consult your authorized Whitfield Dealer for more details.

2. Unplug your stove from the wall outlet.

3. Locate the thermostat connection block on the back of the freestand stove, and on the left side of an insert stove.

4. Remove the jumper wire from the "jacks" on the connection block.

5. Insert the two wires from your thermostat into the jacks (one per jack).

6. Plug in the stove and you are ready to operate with your thermostat!

NOTE: If the jumper wire is missing, and you do not have a thermostat installed, your stove will operate on Heat Output position # 1 all the time and at all settings.

Routine Cleaning

NOTE: STOVE WILL NEED TO BE SHUT OFF AND COOLED ENOUGH TO HANDLE BEFORE ROUTINE CLEANING IS PERFORMED.
<u>ALWAYS</u> DISCONNECT POWER BEFORE DOING ANY ROUTINE CLEANING.

The following areas need to be inspected during Routine Cleaning:

- **Burn Grate**
- **Ash Slide Plates (Free Standing Model Only)**
- **Ash Pan**
- **Heat Exchanger Tubes**

Freestand & Insert Model Burn Grate

Burn Grate: The burn grate should be inspected periodically to assure that the air holes have not become clogged with ash or clinkers. The burn grate can easily be cleaned with the grate scraper/ash pan tool, or it can be removed for cleaning. It is very important to monitor the ash build up under the burn grate, as excessive amounts of ash will block combustion air from entering the grate, causing pellets to pile-up in the grate.

Ash Slide Plates Freestand Only

Freestand Ash Pan: The ash pan will have to be emptied depending on amount of fuel consumed. The ash pan is located in the pedestal. It can be removed by turning the T-Bar latch fully counterclockwise. Then pull ash pan away from stove. ***Ash Slide Plates:*** Ash that accumulates around the grate can be "dropped" into the ash pan without opening the firebox door. Simply pull open the ash release slide plates as shown in photo above using the grate scraper tool provided. Remove the ash pan as shown to the left.

Freestand Ash Pan

Note: Make sure to fully close the plates when finished. Failure to close the ash release slide plates completely may cause the fuel to burn poorly (due to reduced air flow through the grate), which may then cause pellets to "pile up" in the grate.

Insert Ash Pan: The Insert Model stove has a scoop type ash pan. Be sure to protect floor surfaces from spilled ash. Remove ash pan carefully and place ash into a non-combustible container. All ash removal should be done while stove is cold. When cleaning is complete replace the ash pan & close the door. ***NOTE:*** that the door gasket will contact the face of the ash pan and keep the pan securely in place.

Insert Upper & Lower Ash Pans

Freestand & Insert Model Heat Exchanger Tubes

Heat Exchanger Tubes: A rod located above the combustion chamber door is used for cleaning the tubes. By pulling this rod in and out a few times, you will clean the fly ash off the heat exchanger tubes. If your stove was recently turned off, the rod may still be hot.

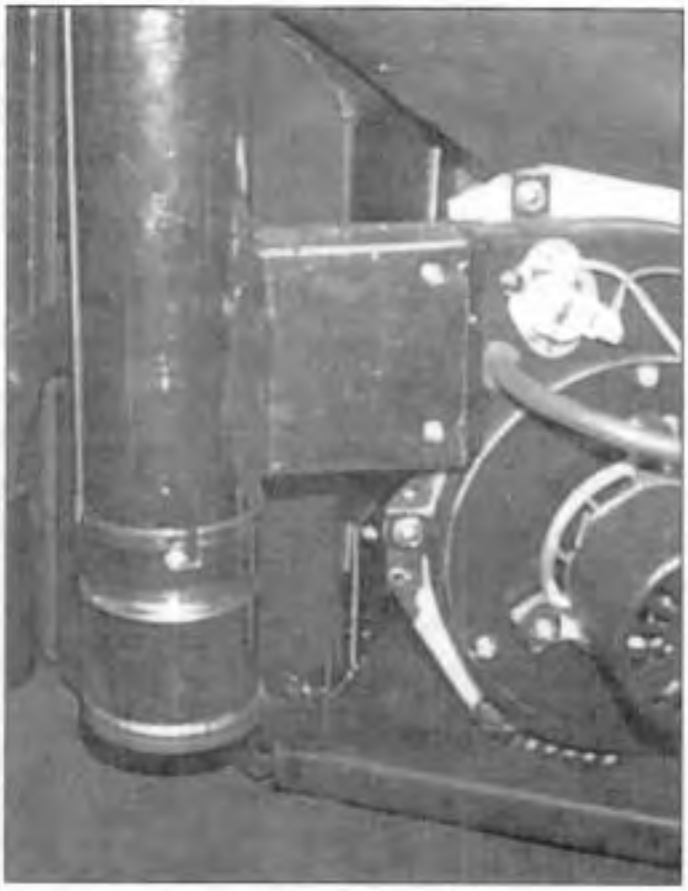
Handy Hint: *You may want to wrap a damp cloth around the rod when you clean the tubes. This will prevent fly ash from being drawn into your house from the pulling action of the rod.*

Routine Cleaning & Maintenance (cont.)

EXHAUST DUCTS

Inspect the exhaust ducts periodically and clean when necessary. Fly ash will accumulate at all bends in the exhaust system. Based on this inspection, determine how often, and to what extent, the exhaust system will need to be cleaned. ***Note: Large amounts of fly ash build-up will restrict combustion air flow and reduce the stove's efficiency.***

On insert models, To access the clean out cup, open the right-hand shroud panel (when the stove is cold), and remove the tee clean-out cup (*shown in Figure 11*) to inspect the ash build-up in the exhaust system. Twist the clean-out cup to the left to release it.



(Figure 11)
Clean-Out Cup Connected to Tee

Stove Installation

Stove Installation Checklist

Check off each item as you go through your installation. As part of the installation process:

It is strongly recommended that you have an Authorized Whitfield Dealer install your stove. If you install the stove yourself, you should review your installation plan with the Authorized Whitfield Dealer.

- ❑ Read the **ENTIRE** Stove Installation section first.
- ❑ Read the Insert or Freestand section (whichever applies).
- ❑ Determine the appropriate measurements and locations for your installation.
- ❑ Follow the general installation directions under Stove Installation & the Installation section appropriate to your stove.
- ❑ Be sure to pre-fit all items before you install, fasten, or set up the stove permanently.

Prior to lighting your stove:

- ❑ Review the Safety Precautions section.
- ❑ Review the Pellets Section.
- ❑ Review the Operating Instructions.
- ❑ Follow the Operating Instructions.

After you have begun operation of your stove:

- ❑ Review the Routine Cleaning / Maintenance information.
- ❑ Enjoy the warmth from your new Whitfield Quest Plus Pellet Stove!

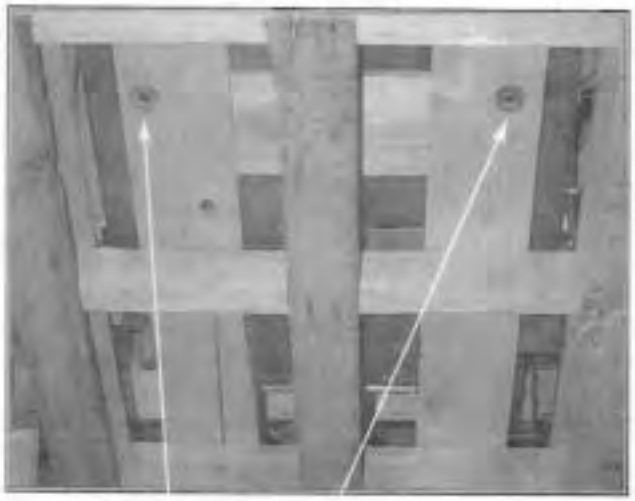
Pre-Installation Assembly

1. After removing the packaging from the stove, lift the hopper lid, and remove all pre-packaged items that were shipped in the hopper. Also open the stove door and remove all pre-packaged items.

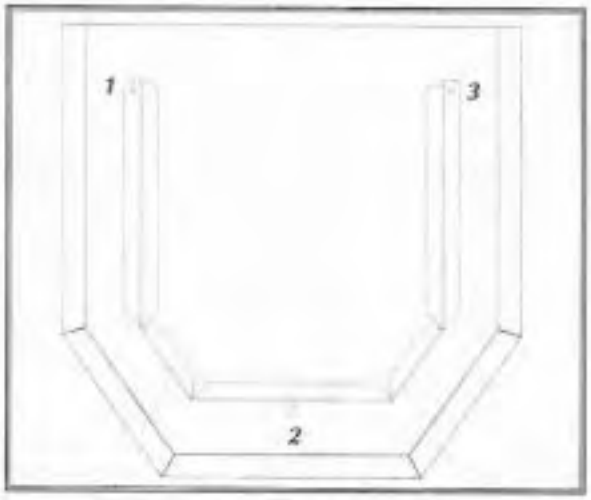
2. Using a 7/16" socket or open end wrench, remove the two bolts from the bottom that secure the stove to the wooden pallet.

3. If your stove is a freestanding model, remove the pedestal from its box and place it beside the stove. With a helper, lift the stove onto its pedestal base. Put the three 1/4" bolts through the holes in the mounting flange of the pedestal and into the three threaded inserts in the stove bottom. Two of these are where the stove was originally secured to the pallet. Tighten all three fasteners with a properly sized wrench or socket (3/8").

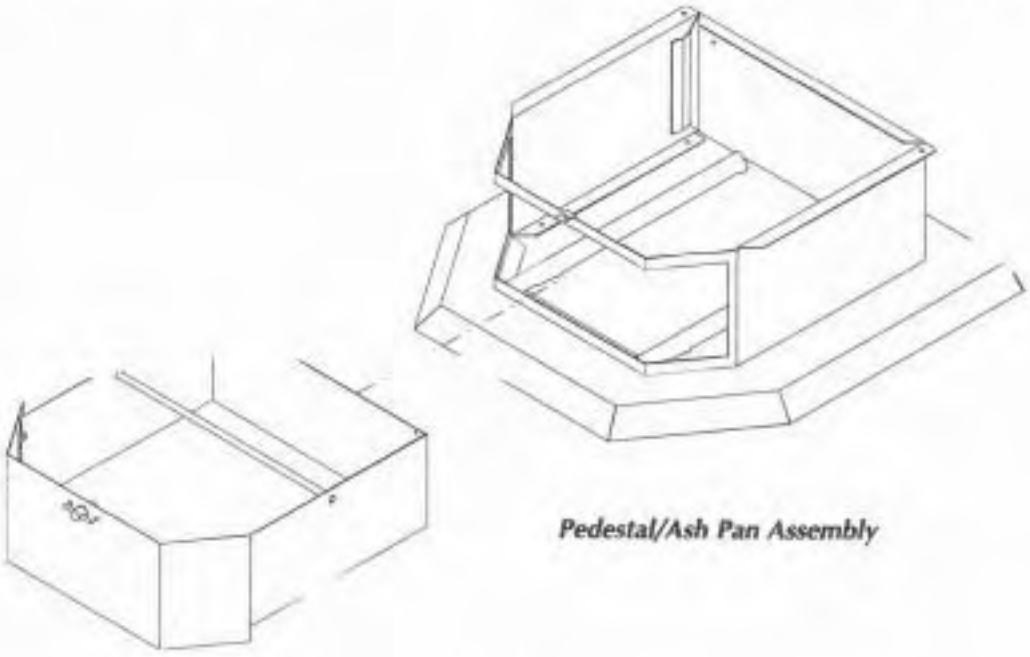
3. If your stove is an insert model, refer to appendix C for shroud information.



Remove The Two Bolts From Under The Pallet



Attach Stove To Pedestal By Inserting Six Bolts

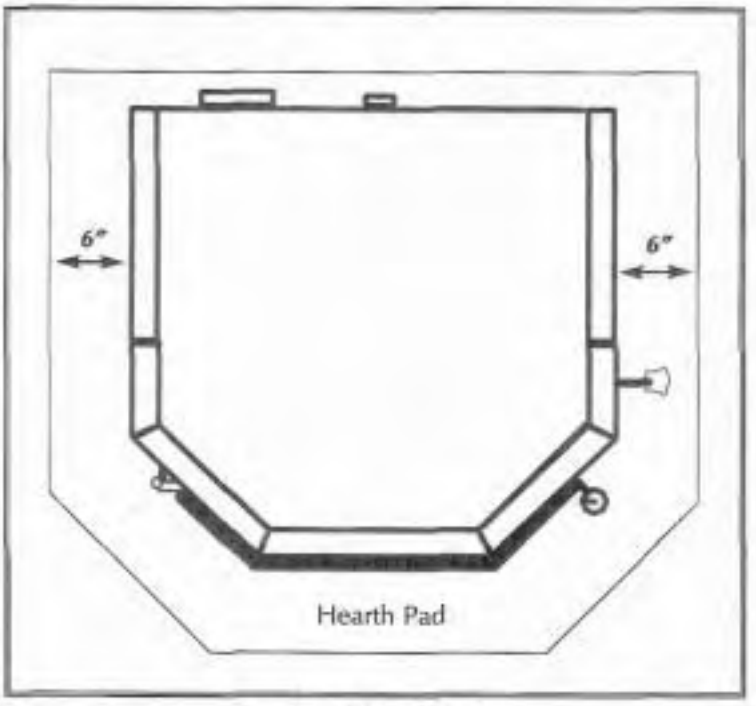


Pedestal/Ash Pan Assembly

Stove Installation Assembly

Your Whitfield Quest Plus May Be Installed As:

- A freestanding unit with a pedestal placed on a noncombustible floor pad.
- A mobile home heater placed on a non-combustible floor pad, with a source of outside air, bolted down and electrically grounded to the chassis of the home.



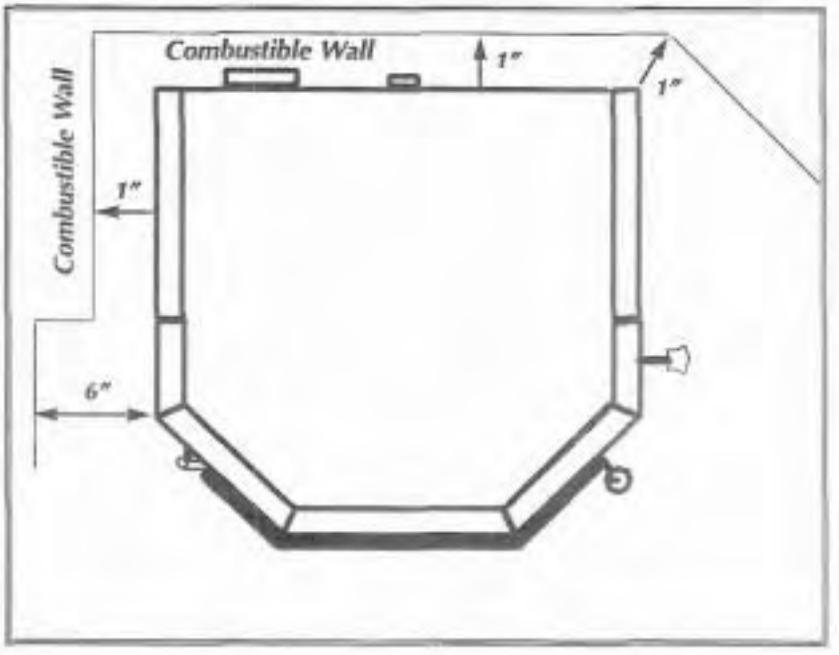
Floor/Hearth Pad

Floor Protection

Your Whitfield pellet stove must be installed on a non-combustible protective floor pad of minimum 3/8" thickness material or a masonry hearth. The hearth or floor pad must extend a minimum of 6" in front of and from each side of the stove or to the nearest permitted combustible material if less than 6".

Clearances to Combustibles

The following minimum clearances to combustible materials must be maintained. Keep all combustibles at least 18" (horizontally) away from the glass windows.



(ALCOVE CLEARANCES)

Maximum Alcove depth: 24".
Minimum Alcove height: 47-1/2"
Minimum Alcove Width: 37"

Stove Vent Pipe/Intake Installation

IT IS RECOMMENDED THAT ONLY AN AUTHORIZED DEALER INSTALL YOUR PELLET STOVE. THE FOLLOWING INSTALLATION GUIDELINES MUST BE FOLLOWED TO ENSURE CONFORMITY WITH BOTH THE SAFETY LISTING OF THE STOVE AND LOCAL BUILDING CODES.

General guidelines for installing the exhaust system:

A 3 or 4 inch listed type "L" pellet vent exhaust system must be used for freestanding installations and attached (and sealed) to the pipe connector provided on the back of the stove. Use a 3-to-4 inch adapter or a 3-to-4 inch Tee in order to run 4 inch pipe.

The vent termination must be located no less than 48" (1.2m) from any opening through which flue gases could re-enter the building, (i.e. windows and doors) not less than 24" (.6m) from an adjacent building, and not less than 7' (2.2m) above grade when located near public walkways. The final termination of the exhaust system must be configured so that flue gases do not jeopardize the safety of people passing by, overheat combustible portions of nearby structures or enter the building. Keep brush, plants and shrubs at least 36" (.9m) away from vent termination. Since sparks may escape from the exhaust pipe of any stove, always use caution when positioning the vent pipe. (Refer to pipe manufacturer's instructions when installing and terminating the exhaust.)

Ninety-degree elbows accumulate fly ash and soot which reduces the exhaust flow and performance of the stove. Horizontal runs of pipe will collect fly ash as well. It is recommended that a single or double clean-out 'tee' be installed at every 90 degree turn so that fly ash can accumulate at the bottom of the 'tee'. If a 90 degree turn connects a vertical run of pipe to a horizontal run (as you follow the exhaust away from the stove), a tee is not required. At any other 90 degree turn, installation of a clean-out tee is recommended to permit periodic cleaning of both the horizontal and vertical runs of pipe.

Total length of horizontal vent must not exceed 25ft. (7.7m). See page 17.

CAUTION: On all direct vent installations (short, horizontal runs); care should be taken when choosing a location for terminating the vent. (It is NOT recommended to directly vent the exhaust on the prevailing wind side of the house).

"DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT".

"DO NOT CONNECT THIS TO A CHIMNEY FLUE SERVING ANOTHER APPLIANCE".

FIREPLACE INSERT:

- A 3" single-wall, stainless steel flexible or rigid exhaust pipe may be used for insert installations and must be attached to the stainless steel exhaust tee provided with each insert model stove.
- When venting into an existing chimney (masonry or factory built) the chimney must be cleaned, with all creosote, dust and ashes removed.
- The "L" vent or single wall stainless exhaust system must be installed so as to be GAS TIGHT! The vent manufacturer's installation procedures must be followed. In addition, pipe connections, joints and all pipe seams within the home should be sealed with room temperature vulcanizing, high temperature silicone sealer (RTV).

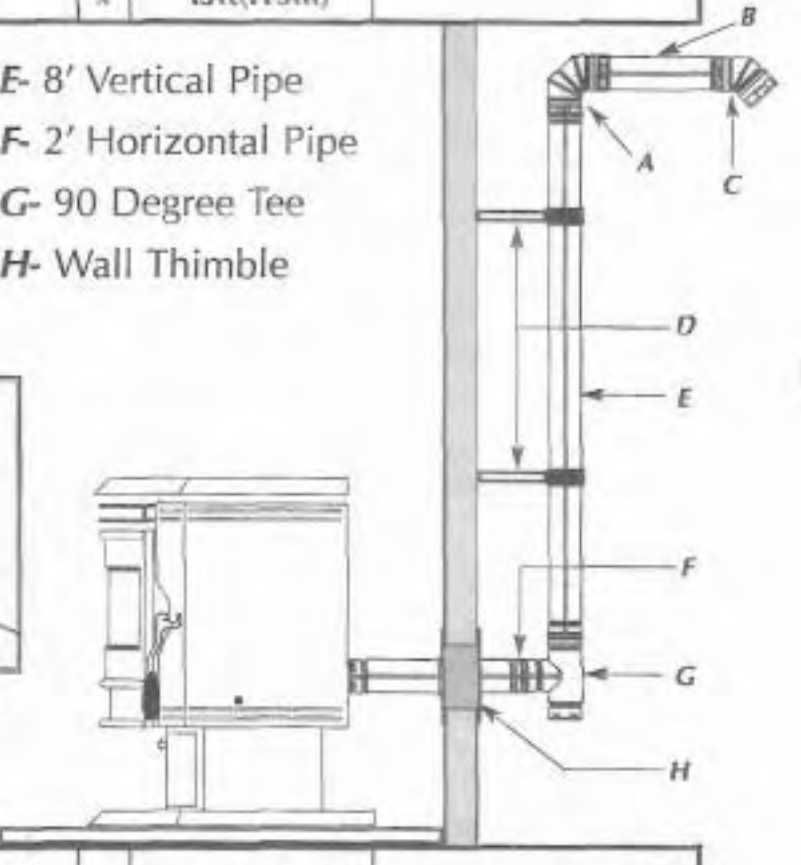
If an insert is to be installed into an unlined masonry chimney, 3" or 4" rigid or flex pipe must be extended to the top of the existing chimney. The top of the existing chimney should be sealed with a metal plate after the pellet vent has been installed.

Determining Equivalent Pipe Length

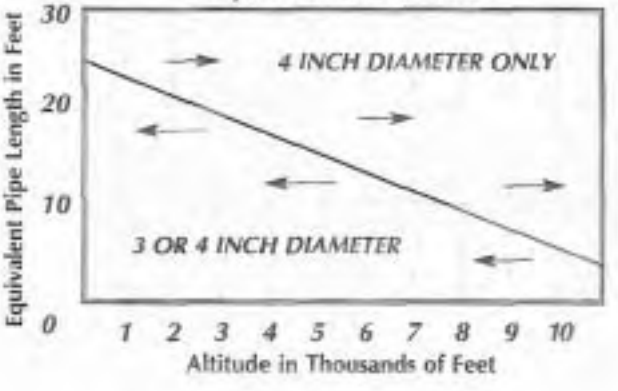
To determine whether a 3" or 4" exhaust system is required for your installation, review the sample installation below. Fill out the top chart, and calculate your total equivalent pipe length. After you have the total equivalent pipe length, use the chart at the bottom of the page to determine if your installation requires 3" or 4" exhaust pipe.

Type of Pipe	# of Elbows or Feet of pipe		Equivalent Feet	Total Equivalent Feet
90°	Elbows	x	5ft.(1.5m)	
45°	Elbows	x	3ft.(1m)	
Horizontal	Pipe	x	1ft.(.3m)	
Vertical	Pipe	x	.5ft(.15m)	

A- 90 Deg. Elbow
B- 1' Horizontal Pipe
C- 45 Degree Elbow
D- Standoff Braces
E- 8' Vertical Pipe
F- 2' Horizontal Pipe
G- 90 Degree Tee
H- Wall Thimble



Pipe Selection Chart



Sample Installation Chart

Type of Pipe	# of Elbows or Feet of pipe		Equivalent Feet	Total Equivalent Feet
90° Elbows/Tee (A &G)	2	x	5 ft. (1.5m)	10 (3m)
45° Elbows (C)	1	x	3 ft. (1m)	3 (1m)
Horizontal Pipe (B&F)	3	x	1 ft. (.3m)	3 (1m)
Vertical Pipe (E)	8	x	.5 ft. (.15m)	4 (1.2m)

TOTAL: 20

Installing Your Freestanding Pellet Stove

STANDARD HORIZONTAL EXHAUST INSTALLATION

1. Locate the proper position for the listed type "L" wall thimble. Avoid cutting wall studs when installing your pipe. Use a saber saw or key hole saw to cut the proper diameter hole through the wall to accommodate the wall thimble. Use extreme caution to avoid cutting into power lines within the wall of the home. The hole size will depend on the brand of pellet vent that you are using. Install the wall thimble in the hole.

ALL INTERLOCKING PIPE CONNECTIONS WITHIN THE ROOM MUST BE SEALED WITH RTV AND SECURED WITH A MINIMUM OF 3 FASTENERS PER CONNECTION.

2. Position the stove approximately 12" (.3m) from the wall on the floor pad. Push listed type "L" pipe through wall thimble. Squeeze a bead of high temperature silicone (RTV) sealer around the end of the machined portion of the 3" (76mm) pipe connector on the back of the stove. Firmly push on a section of listed type "L" pipe until inner pipe liner pushes into the bead of RTV sealer.

3. Push the stove (with pipe attached) towards wall. Pipe will go through the wall thimble. Do not position the back of the stove closer than 1" (25mm) from the wall.

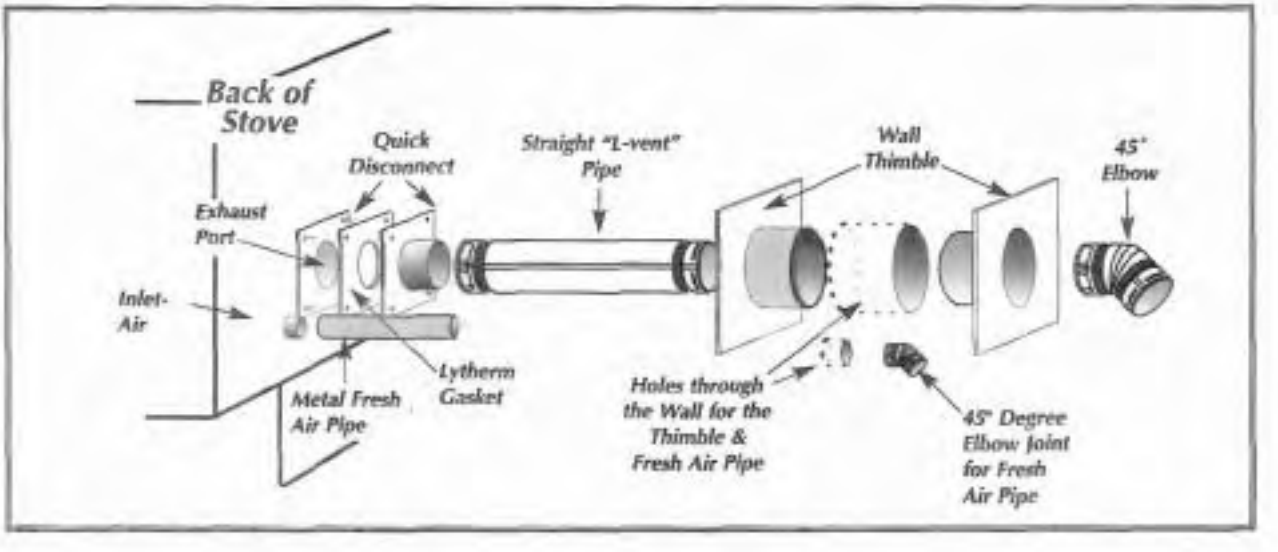
Note: *Greater back clearance will improve the serviceability of the stove.*

4. Install listed type "L" 45 degree elbow with rodent screen or cap (optional) on outside end of pipe. The rodent screen should be no less than 1/2" (13mm) mesh and may clog with soot and ash if left unattended during the burn season.

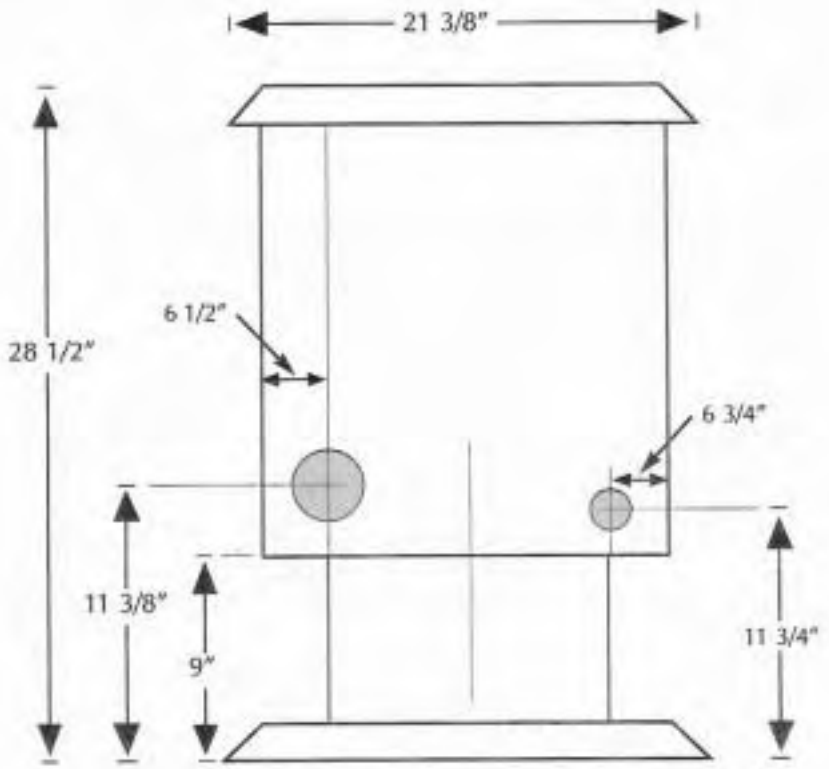
NOTE: *The end of the exhaust pipe must extend a minimum of 12" (.3m) from the outside of the building.*

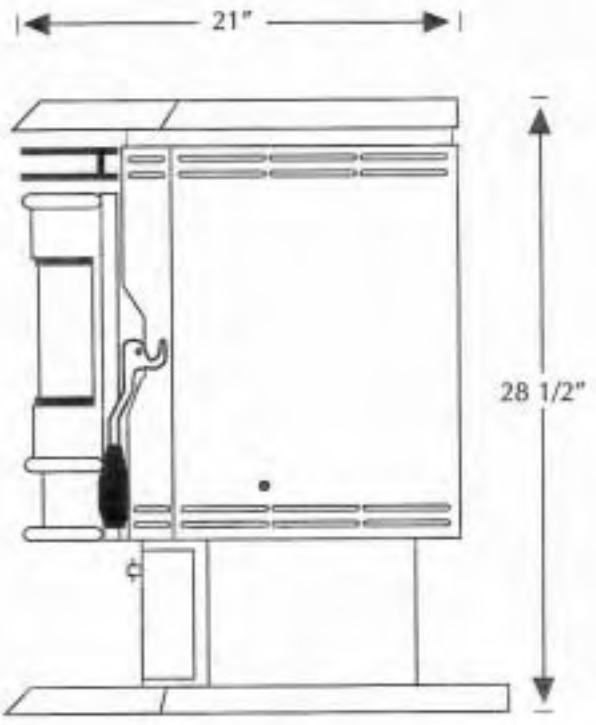
5. If the installation includes a source of outside combustion air; cut a separate hole through the wall for the fresh air tube. This tube should be 1-5/8" (42mm) [min.] diameter, steel only. Connect outside air pipe to air inlet on stove. This tube must be terminated with a 90 degree elbow or hood.

NOTE: ***AIR MAY ALSO BE DRAWN FROM A VENTED CRAWL SPACE UNDER THE HOME. ALL JOINTS FOR CONNECTOR PIPE SHALL BE REQUIRED TO BE FASTENED WITH AT LEAST THREE SCREWS. IF VENTED HORIZONTALLY, JOINTS SHALL BE MADE GASTIGHT IN A MANNER AS SPECIFIED ABOVE. INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.***



Freestand Stove Dimensions

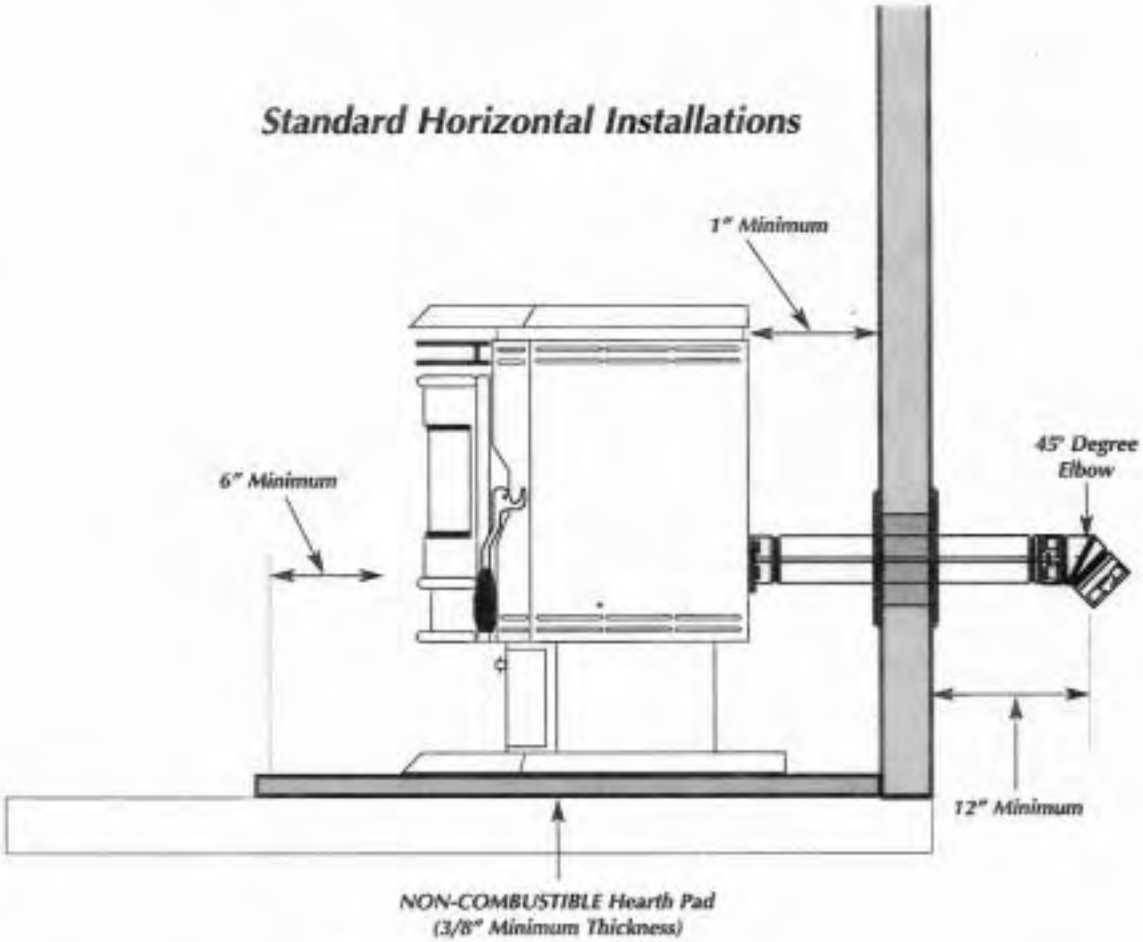




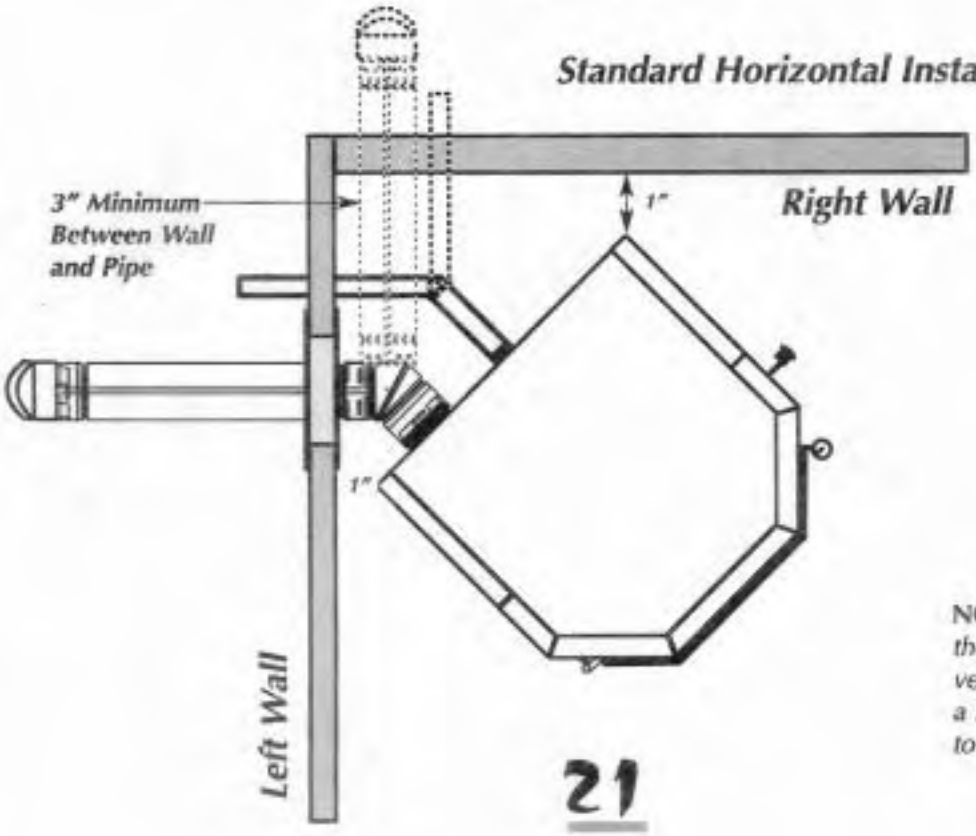
Freestand Dimensions Plus or Minus 1/4"

Installation Configurations

Standard Horizontal Installations



Standard Horizontal Installations

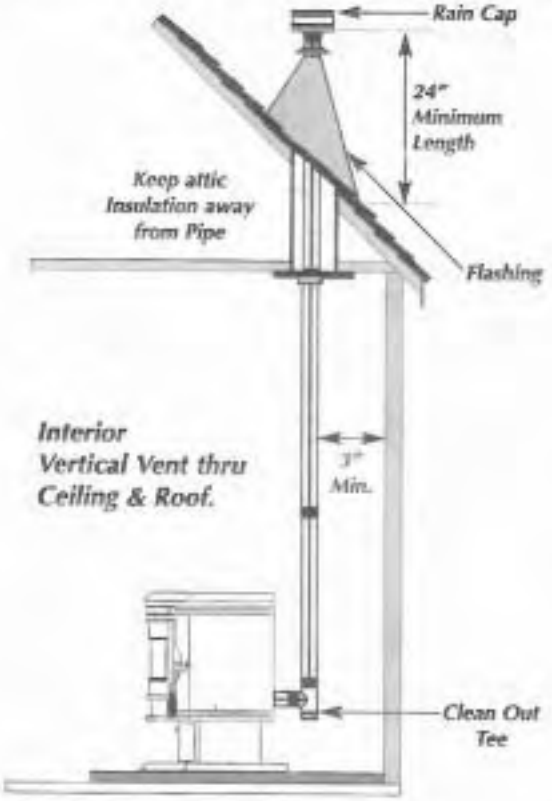


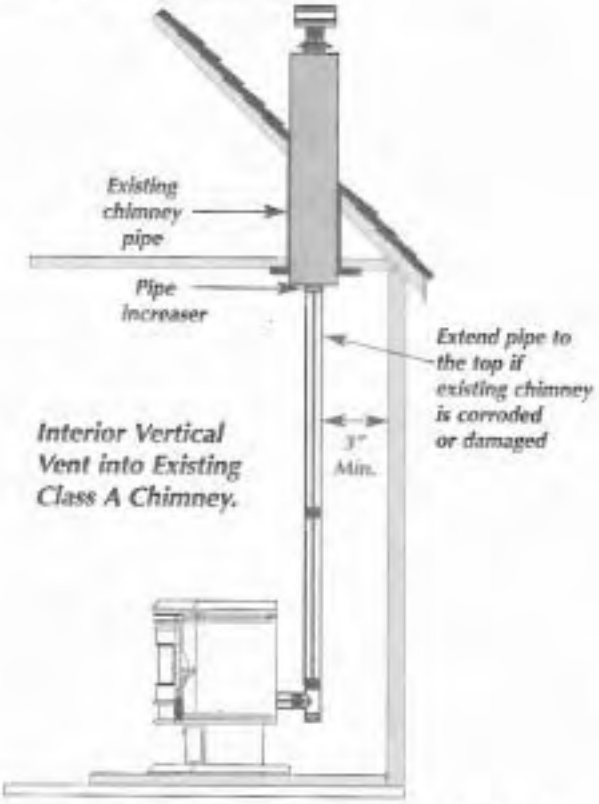
NOTE: *If you vent to the Right Wall, the vent pipe must maintain a 3" clearance parallel to the left wall.*

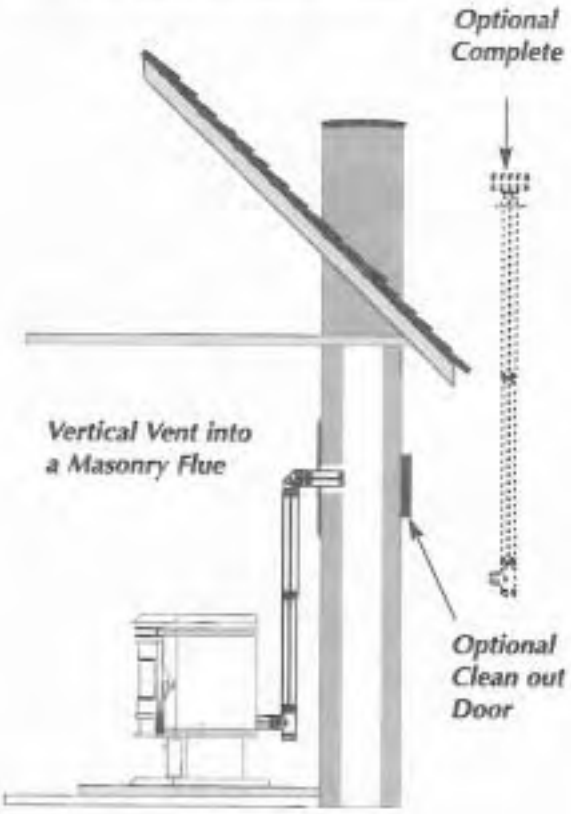
Installation Configurations (Cont'd)

Venting Options

The Quest Plus may be connected to an existing flue or by installing listed type "L" vent pipe. If a liner is run all the way to the top of the existing chimney, the existing flue should be sealed with a steel plate. Start vertical run with a Tee at the back of the stove. Other options are illustrated below.







Mobile Home Installation

IN ADDITION TO THE STANDARD INSTALLATION INSTRUCTIONS, THE FOLLOWING INSTRUCTIONS MAY BE REQUIRED BY LOCAL, STATE OR FEDERAL BUILDING CODES:

- **Stove must be permanently bolted to the floor.**
- **Stove must have a permanent outside air source.**
- **Stove must be permanently electrically grounded to the steel chassis of the home. The location selected for ground attachment to the stove must be dedicated for this purpose.**
- **Refer to page 17 for list of commonly used vent components.**
- **NOTE: THE GROUNDING OF THIS PRODUCT, AT INSTALLATION, MUST COMPLY WITH NFPA-70 STANDARDS, CSA C22.1 IN CANADA, AS WELL AS ANY LOCAL CODES.**

WARNING:

DO NOT INSTALL IN A SPACE USED AS A BEDROOM.

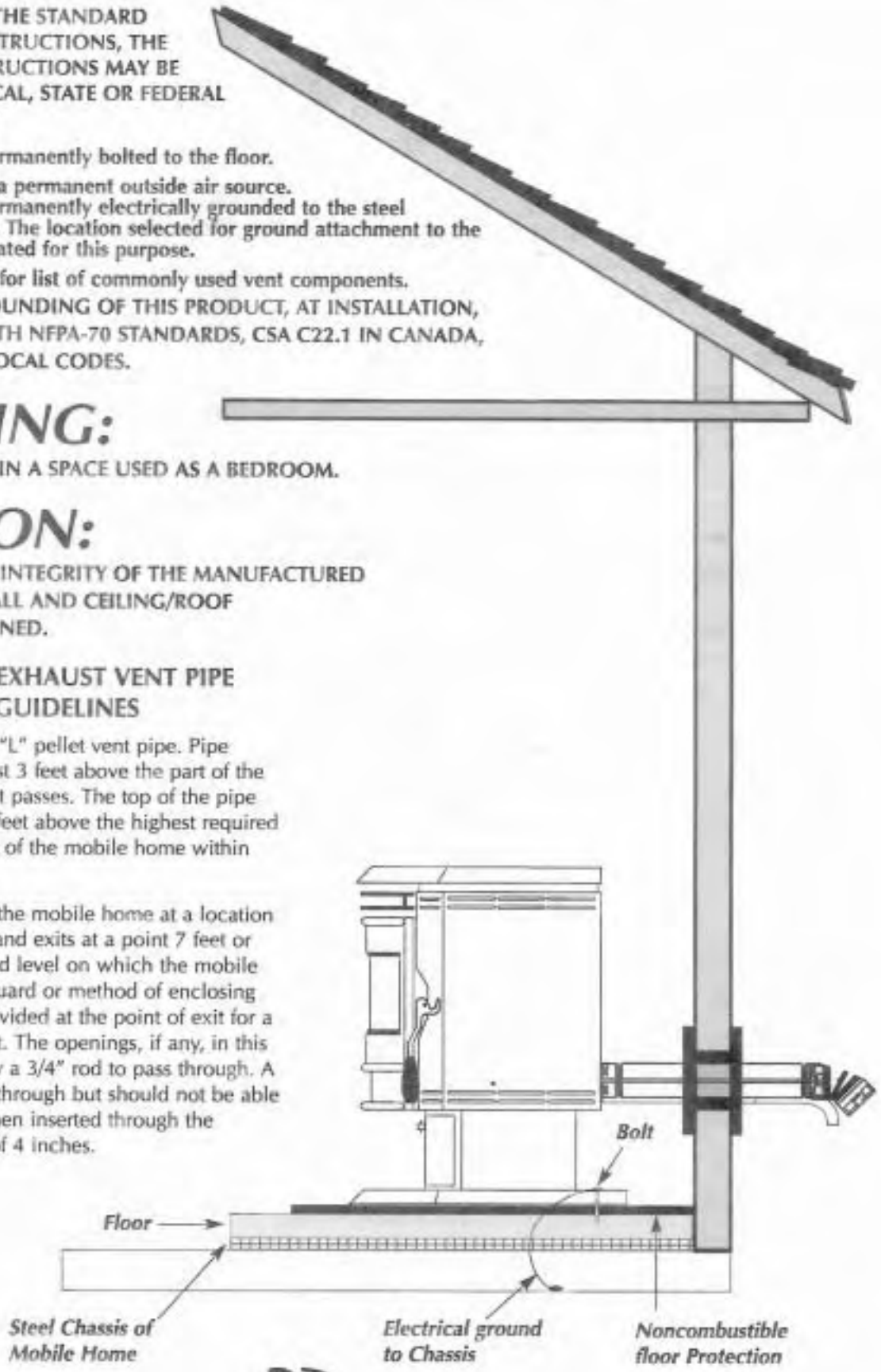
CAUTION:

THE STRUCTURAL INTEGRITY OF THE MANUFACTURED HOME FLOOR, WALL AND CEILING/ROOF MUST BE MAINTAINED.

MOBILE HOME EXHAUST VENT PIPE INSTALLATION GUIDELINES

Use only listed type "L" pellet vent pipe. Pipe should extend at least 3 feet above the part of the roof through which it passes. The top of the pipe should be at least 2 feet above the highest required elevation of any part of the mobile home within 10 feet of the pipe.

If exhaust vent exits the mobile home at a location other than the roof, and exits at a point 7 feet or less above the ground level on which the mobile home is position a guard or method of enclosing the pipe shall be provided at the point of exit for a height of up to 7 feet. The openings, if any, in this guard shall not allow a 3/4" rod to pass through. A 1/2" rod could pass through but should not be able to touch the pipe when inserted through the opening a distance of 4 inches.



Installing Your Insert Pellet Stove

INSERT STOVE VENTING

A 3" single-wall, stainless steel flexible or rigid exhaust pipe may be used for insert installations in place of double-wall, type "L" vent. The pipe should be connected to the supplied clean-out tee. ***High-temperature silicone sealant*** should be used at the vent pipe connections to ensure a "gas-tight" seal.

When venting through an existing chimney (masonry or factory built) the chimney must be cleaned. All creosote, dust and ash must be removed (see page 32 for more information on preparing the fireplace for the insert installation).

The "L" vent or single wall stainless exhaust system **must be installed so as to be gas-tight!** The vent manufacturer's installation procedures must be followed. In addition, pipe connections, joints and all pipe seams within the home should be sealed with high-temperature, vulcanized silicone sealer (RTV).

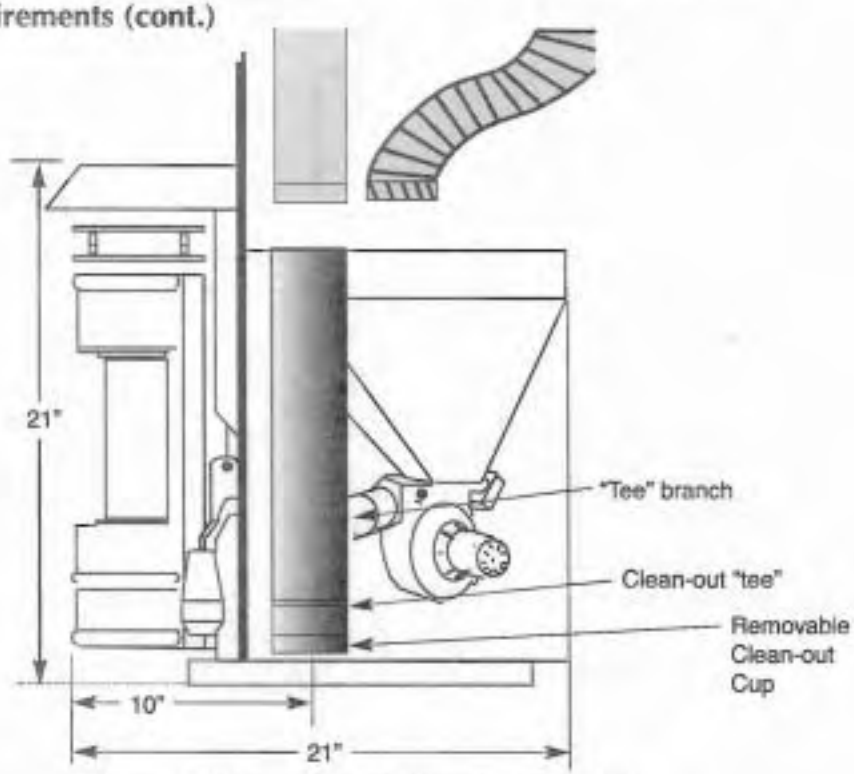
If an insert is to be installed into an unlined masonry chimney, the 3" or 4" rigid or flex pipe **must be extended to the top of the existing chimney. Fully lining the chimney in this manner must be done whenever the integrity of chimney is in question for any reason.**

After the chimney has been lined to the top of the existing flue, any opening between the existing chimney and the pipe/vent liner should be sealed with a metal plate. Use a clamp or other fixture above the sealing plate to support the weight of the vent system.

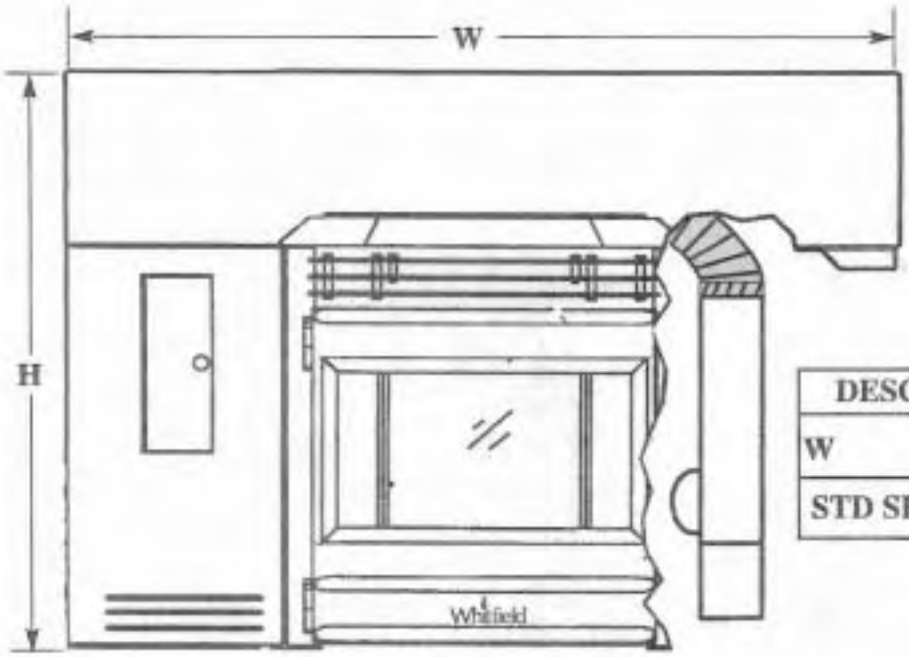
– See page 8 for insert damper installation and operation –

Insert Stove Dimensions

Venting Requirements (cont.)



(Figure 24)-Insert Pipe Adapter Connection



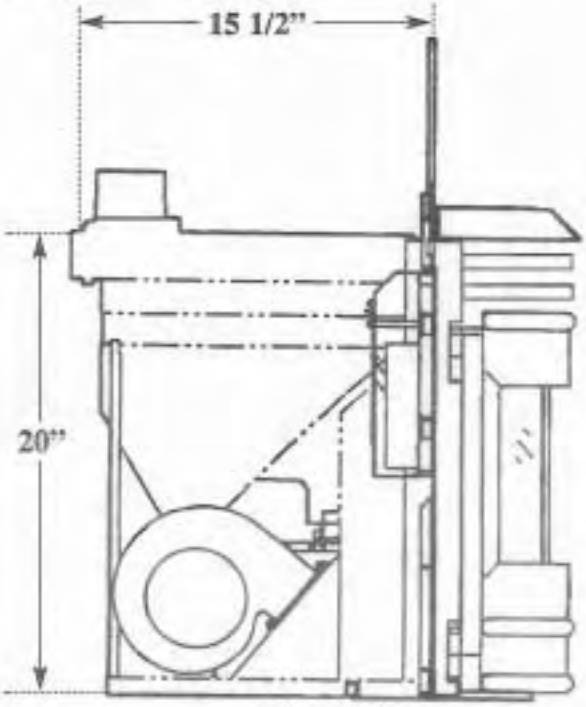
DESCRIPTION		
W H		
STD SHROUD ASSY		

(Figure 25)-Front View of Insert

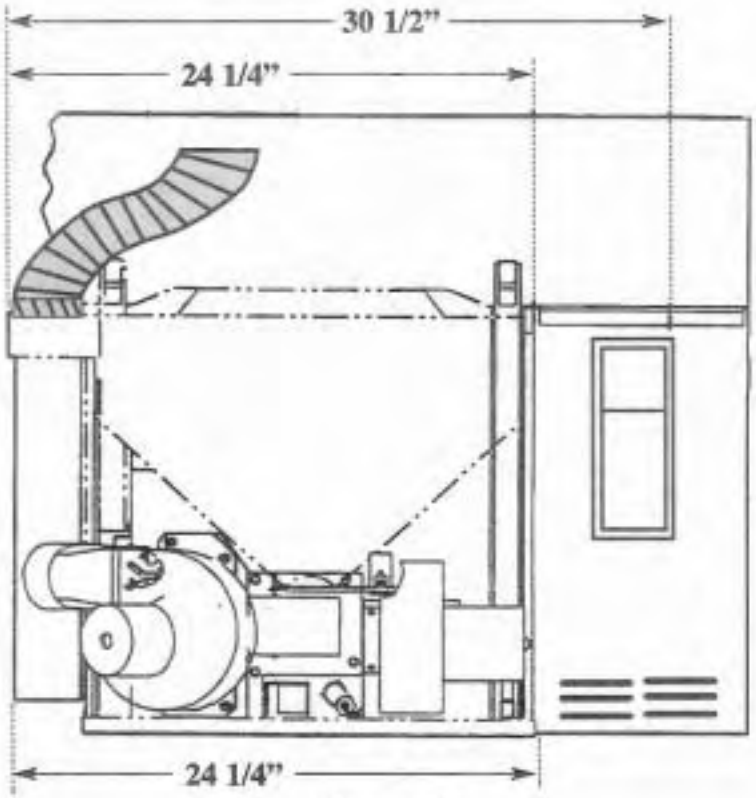
Contact your dealer for further assistance or information on installing your Whitfield Quest Insert.

Insert Stove Dimensions (cont.)

INSERT STOVE VENTING - continued



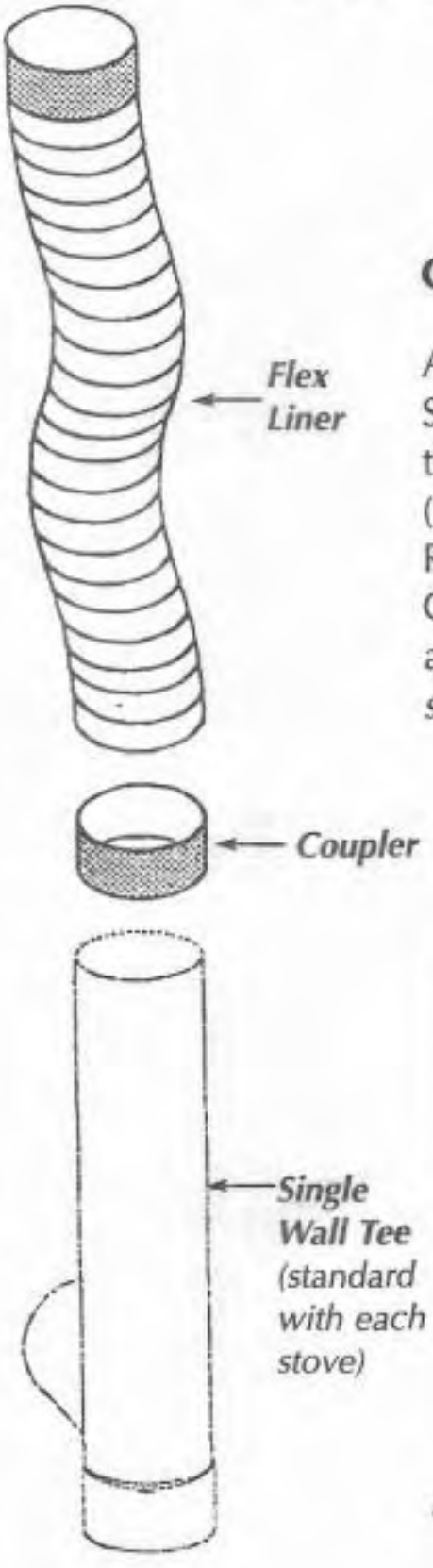
(Figure 26)
Left Side View of Insert



(Figure 27)
Back View of Insert

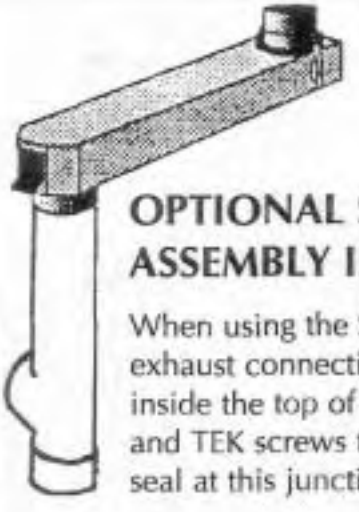
Quest Plus Insert Exhaust Connection

FLEX LINER INSTALLATION WITH COUPLER



Coupler Part Number: 13820134

A Flex Liner may be attached to the top of the Single Wall Tee using the Coupler. Use RTV on the inside of the Tee, slide the couple in place, (1/2 way), and use TEK screws to secure. Apply RTV on the outside of the exposed section of the Coupler. Slide the Flex down over the coupler and use TEK screws to attach. ***Note:*** *An air tight seal must be made at this junction.*



OPTIONAL SWINGARM ASSEMBLY INSTALLATION

When using the Swingarm as an optional exhaust connection, the Swingarm is slipped inside the top of the Single Wall Tee. Use RTV and TEK screws to ensure an air tight seal at this junction.

Note: **If this option is used a minimum of 10 ft. of vertical vent pipe is required.**

Installing Your Insert Pellet Stove

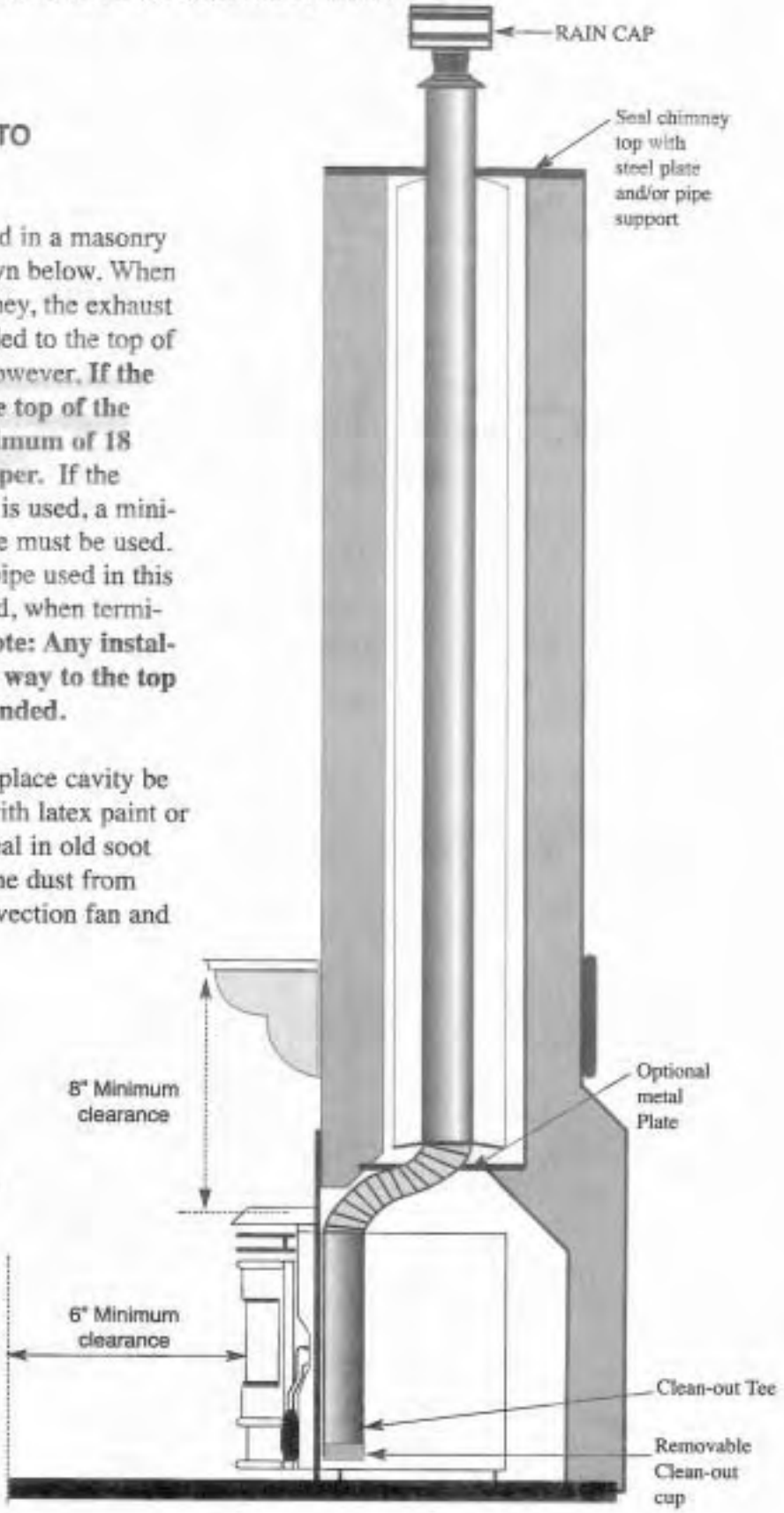
VENTING INTO AN EXISTING CHIMNEY

INSERT STOVE VENTED INTO EXISTING CHIMNEY

The Quest insert may be installed in a masonry or factory built fireplace as shown below. When installing into the existing chimney, the exhaust venting system should be extended to the top of the chimney as shown below. However, **If the vent pipe is not extended to the top of the chimney, it must extend a minimum of 18 inches above the chimney damper.** If the optional horizontal exhaust duct is used, a minimum of 10 ft. of 3 inch vent pipe must be used. Ensure that the end of any flex pipe used in this type of installation is not blocked, when terminated inside the existing flue. **Note: Any installation that does not run all the way to the top of the chimney is not recommended.**

We also recommend that the fireplace cavity be thoroughly cleaned and sealed with latex paint or masonry sealer. The paint will seal in old soot and creosote and help prevent fine dust from being pulled into the stove's convection fan and blown into the house.

IMPORTANT NOTE:
Make sure the chimney and fireplace are clean and free of soot and ashes BEFORE installation begins. Failure to do so may result in the transfer of soot into the room.



Routine Maintenance

UNPLUG STOVE BEFORE PERFORMING ANY MAINTENANCE WORK

The following areas need to be inspected as part of routine maintenance:

Door Gasket

Door Rope Gasket:
The condition of the rope gasket around the door and windows should be checked periodically and replaced or repaired if necessary. A one inch strip of paper may be used to perform a test of the integrity of the door seal. Close the door on the paper in several different locations and pull. It is normal to feel only a slight amount of friction. The door gasket does not need to be "tight" in all areas, since a small amount of leakage is not hazardous or detrimental to the performance of your stove.

Checking Door Gasket

Exhaust Passages and Vent Pipe:
Inspect frequently and clean when necessary. Fly ash will accumulate at all bends in the exhaust system. ***Note:*** Large amounts of fly ash build-up will create a lack of combustion air. Removing the Tee cap on vertical installations will allow an inspection of the ash build-up in the exhaust Tee and will help you to decide how frequently more extensive cleaning must be performed.

Motor Lubrication:
THE BLOWERS ARE PERMANENTLY LUBRICATED BY THE MANUFACTURER.

Rear Stove Compartment:
The rear stove compartment should be cleaned periodically (a minimum of once a year.) DISCONNECT ELECTRICAL CORD PRIOR TO CLEANING STOVE. Any household dust, pet hair or sawdust should be vacuumed or wiped out of the rear compartment of the stove, Freestanding or Fireplace Insert model. The electrical components should be wiped clean.

Window Wash:
Periodically insert a small piece of cardboard (a business card) between the window trim and the window. Slide the card back & forth a few times to clear any dust or fibers from the window wash gap. Open the door and repeat from the other side of the glass.

Window Wash

APPENDIX A

TROUBLE-SHOOTING

Unplug Stove Before Performing any Maintenance work

PROBLEM	CAUSE(S)	SOLUTIONS
Fire burns with a lazy orange flame. Pellets build up in the grate and the window gets sooted up.	There is insufficient combustion air.	Remove any clinkers or ash from the bottom of the grate that might be obstructing the primary air holes. Change to a better grade of fuel if necessary. Check that the damper has been opened enough for the amount of fuel feed. Check that the heat exchange tubes are not coated with ash. Clean internal exhaust ducts. Check gasket seal around the door. Use a thin strip of paper, 1 in. wide. Open the door and close it on the paper strip. A slight friction should be felt when the paper strip is pulled. Repeat this process at various locations around the door gasket. Replace the door gasket if necessary Check for blockage in the air inlet tube or exhaust pipe. Clean as necessary. Close ash slide plates. Have your Whitfield dealer check your combustion blower.
Fire goes out or stove shuts down automatically	The hopper is empty	Refill hopper.
	Pellets are not feeding.	See (Pellets will not feed) next page.
	The high limit temperature switch has tripped.	Allow stove to cool for 1 hour and re-light. If the stove has been

APPENDIX A

TROUBLE-SHOOTING (CONT'D...)

Unplug Stove Before Performing any Maintenance work

PROBLEM	CAUSE(S)	SOLUTIONS
		operating at a medium to high burn rate and the convection fan has been turned down low then the fan should be turned up higher. If this problem persists (particularly at lower burn rates) then the high limit snap switch should be replaced by your certified Whitfield dealer.
	There is too much combustion air for the amount of fuel.	Adjust the damper to reduce combustion air flow.
Pellets will not feed.	The hopper is empty.	Refill hopper.
	The auger motor or circuit board may be defective. The pressure switch tap or hose may be blocked.	Check to be sure that there is no blockage in the pressure tap or hose. Have your certified Whitfield dealer diagnose the problem and clean or replace any necessary parts.
	Back pressure in venting tripping pressure switch.	If new installation check for excessive 90° bends, long horizontal runs or excessive vertical run of 3" pipe. Possibly change to 4" pipe. If older installation check for excessive ash accumulation in pipe or other obstructions. Clean out pipe.
Stove runs for 30 minutes then shuts down.	The exhaust gases are not up to temperature.	Press start switch and re-light stove if necessary.
	The low limit snap switch is not operating correctly.	Have your certified Whitfield dealer replace the low limit snap switch.
	The wires to the low limit snap switch are loose or disconnected.	Check wires between the snap switch and the wiring harness. Make sure that there are good connections between the wires and their terminals.
Blowers will not shut off after the Auger has been switched off and the stove has cooled down.	The low limit snap switch has failed in the closed position.	Have your certified Whitfield dealer replace the low limit snap switch.

APPENDIX A

TROUBLE-SHOOTING (CONT'D...)

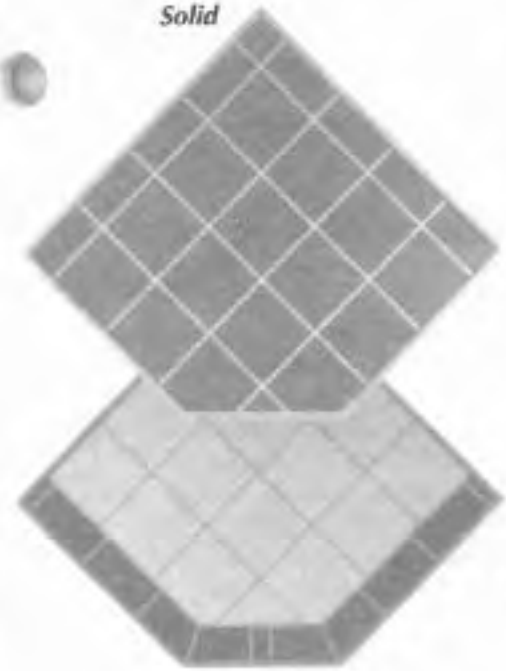
Unplug Stove Before Performing any Maintenance work

PROBLEM	CAUSE(S)	SOLUTIONS
Blowers will not operate when the start switch is depressed.	There is no power to the stove. There is no power to the control board.	Check that the stove is plugged in to the wall outlet. Check to see if your circuit breaker has tripped. Check the wire connections on the high limit snap switch and Control board.
There is soot or fly ash in the house.	The window is being cleaned when the stove is operating.	Turn down the convection fan or turn off stove before cleaning to prevent dispersion of ash and soot into the room.
	There is leakage at the joints between the combustion fan, connection or exhaust pipe connections. This will be evidenced by dust on the impeller of the convection fan, and in the heat exchanger area.	Seal up any leaks in the exhaust system with room temperature vulcanizing silicone sealer (RTV).
	The vacuum cleaner is leaking.	**DO NOT** use a standard household vacuum or "shop vac" as the filters will leak the fine particles of ash. Clean the stove with an approved Ash Vacuum **ONLY**.

APPENDIX B

OPTIONAL ACCESSORIES

Solid



Two Tone

Whitfield®

Hearth Pads

Trimmed in solid oak, Whitfield hearth Pads are available in an array of colors and color combinations to complement and enhance any decor. Each is made from tough tile and non-staining epoxy grout, so they're as durable and easy to clean as they are beautiful.

Solid

Two Tone

Colors for Both Styles

SOLID PADS

● Mission ● Eggshell
● Sterling ● Jade ● Dusk

TWO TONE PADS

● Mission/Carmel ● Eggshell/Sky Blue
Sterling/Jade ● Eggshell/Mission ● Sterling/Dusk

Insert Hearth Support

An insert hearth support is available to provide support for the front of the insert. It should be used when the fireplace's hearth extension is lower than the floor of the existing firebox that the insert fits into. The hearth support attaches to the bottom front of the insert stove, and and adds by adjustment, 3 1/2 to 9 inches of support height to the front of the unit.

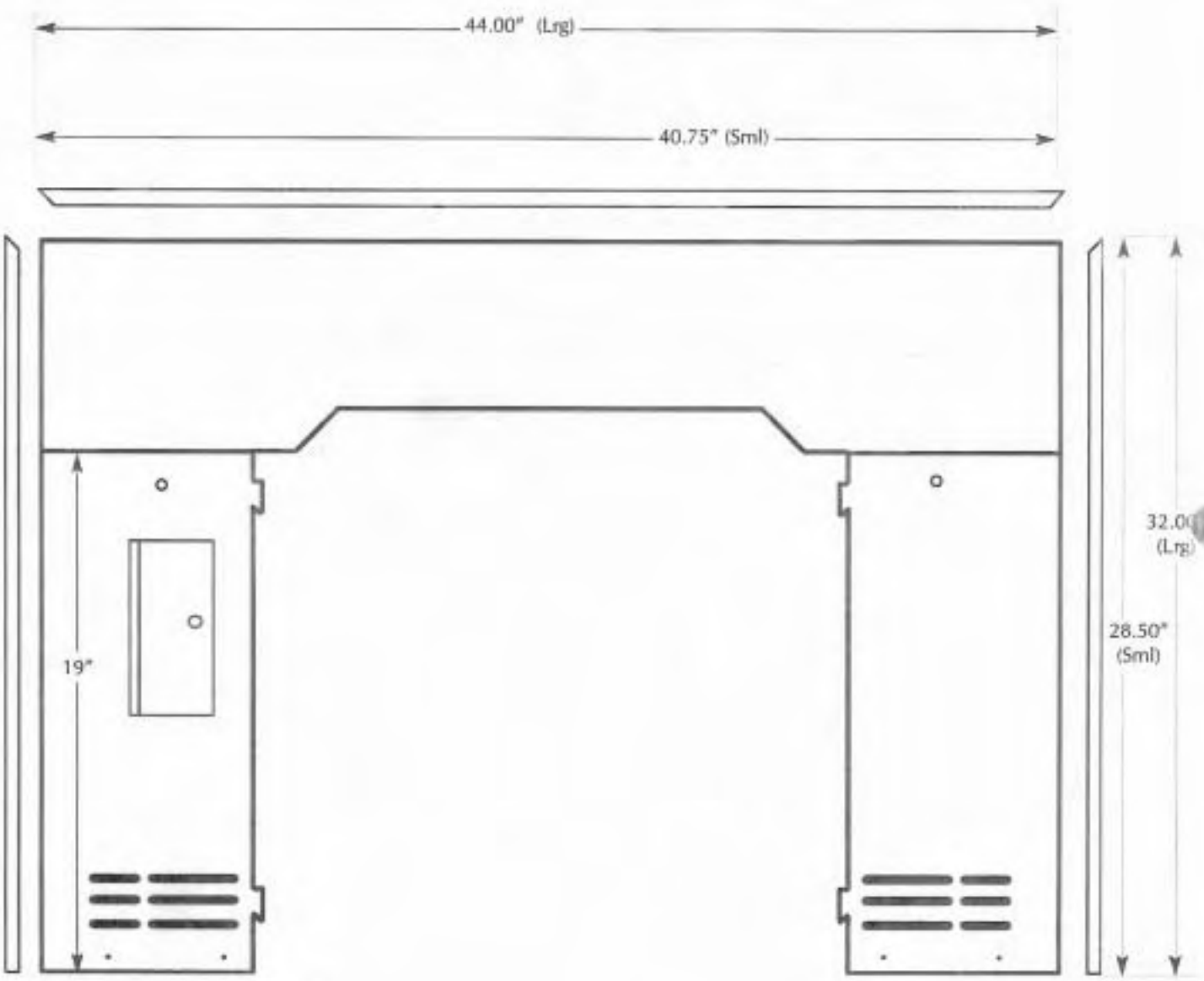
Decorative Log Sets

Add the touch of real wood to your pellet stove.

Contact your local Authorized Whitfield Dealer for more information.

APPENDIX C

SHROUD PANEL ACCESS



APPENDIX D

WARRANTY

THIS WARRANTY IS ISSUED BY PYRO INDUSTRIES, INC. (MANUFACTURER) AND EXTENDS ONLY TO THE ORIGINAL PURCHASER OF THIS PRODUCT.

The Manufacturer provides a five year limited warranty on all steel parts (except the grate), and a 2 year limited warranty on all electrical components. These warranties extend from the date of the original purchase. There is expressly no warranty on the following components: glass window, Fiberglass rope gaskets, firebrick, grate, paint, exterior brass or enamel finish. This warranty covers defects in materials and workmanship in covered components, provided the product has been installed and operated strictly in accordance with Manufacturer's printed instructions. This warranty does not cover damage or breakage caused by improper handling, misuse or unauthorized modification. Without limiting the foregoing, the use of fuels other than pelletized wood will void all warranties and liabilities. All claims under this warranty must be made in writing to the Manufacturer at Pyro Industries, Inc., 695 Pease Road, Burlington WA. 98233 and should include the following:

1. Name, address, and telephone number of servicing dealer.
2. Name, address, and telephone number of purchaser.
3. Date of purchase.
4. Model & Serial number of stove.
5. Nature of the defect, malfunction and/or complaint. Local representatives are to inspect parts and or stoves. If the inspection indicates that the failure was due to defective material or workmanship in covered components and that the other terms and conditions of this warranty have been complied with, the Manufacturer's sole duty and liability under this warranty shall be limited to the Manufacturer's replacement or repair, at Manufacturer's option, of the defective stove or part. The purchaser shall assume all costs of shipping to and from the Manufacturer and shall be responsible for all losses during shipment if the stove is not defective. If a stove is found to be defective by the Manufacturer, shipping costs will be reimbursed. Removal and reinstallation costs are not covered under this warranty.

NEITHER THE MANUFACTURER, NOR THE SUPPLIER TO THE PURCHASER, ACCEPTS RESPONSIBILITY, LEGAL OR OTHERWISE, FOR INCIDENTAL OR CONSEQUENTIAL DAMAGE TO PROPERTY OR PERSONS RESULTING FROM THE USE OF THIS PRODUCT. ANY WARRANTY IMPLIED BY LAW, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS, SHALL BE LIMITED TO ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE. WHETHER A CLAIM IS MADE AGAINST THE MANUFACTURER BASED ON A BREACH OF THIS WARRANTY OR ANY OTHER TYPE OF WARRANTY, EXPRESSED OR IMPLIED BY LAW, MANUFACTURER SHALL IN NO EVENT BE LIABLE FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL OR OTHER DAMAGES OF ANY NATURE WHATSOEVER IN EXCESS OF THE ORIGINAL PURCHASE PRICE OF THIS PRODUCT. ALL WARRANTIES BY MANUFACTURER ARE SET FORTH HEREIN AND NO CLAIM SHALL BE MADE AGAINST MANUFACTURER ON ANY ORAL WARRANTY OR REPRESENTATION.

Some states or countries may not allow the exclusion or limitation of consequential damages, or limitations of implied warranties, so the limitations or exclusions set forth in this warranty may not apply to you.

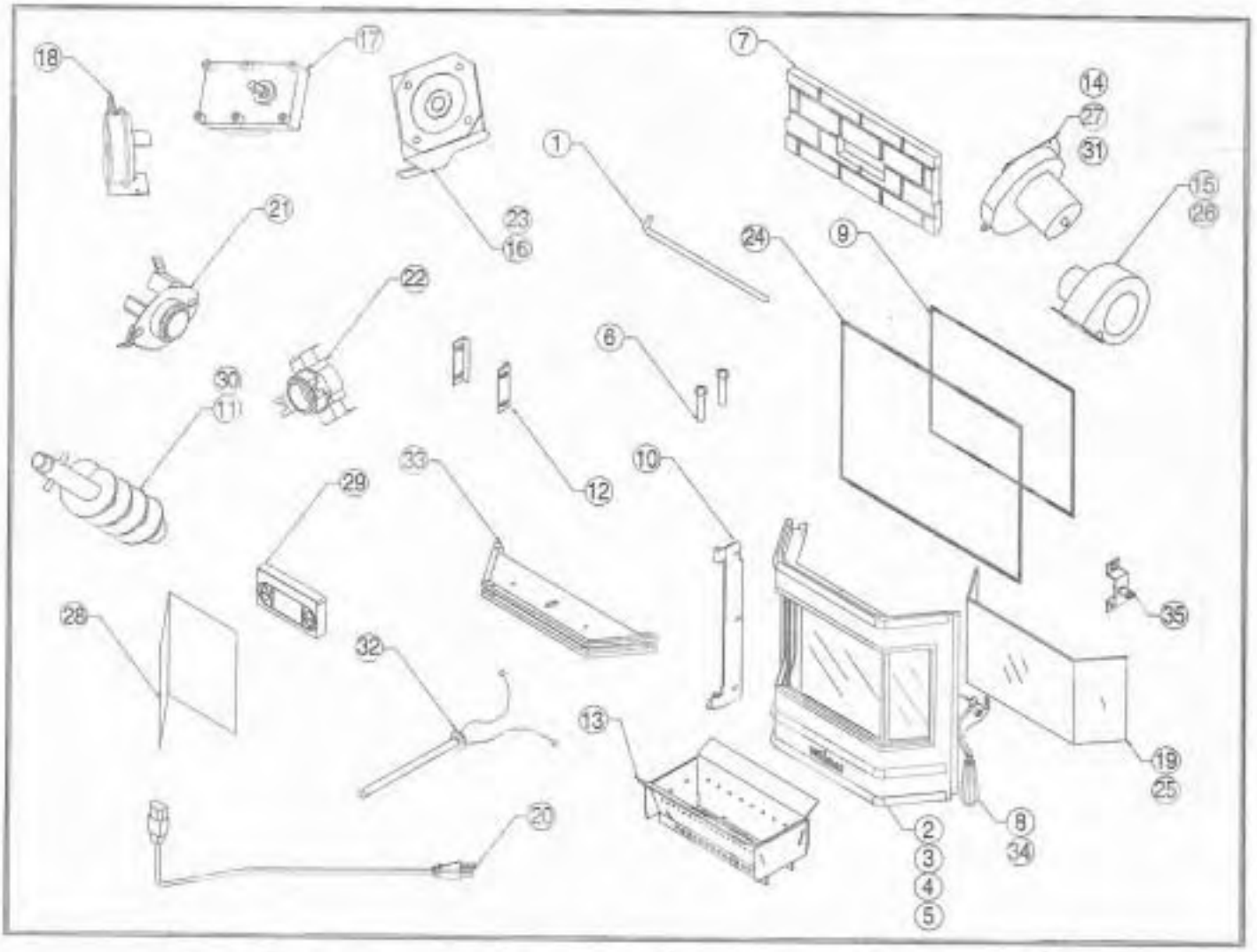
This warranty gives you specific legal rights and you may also have other rights which vary from different states or countries.

APPENDIX E

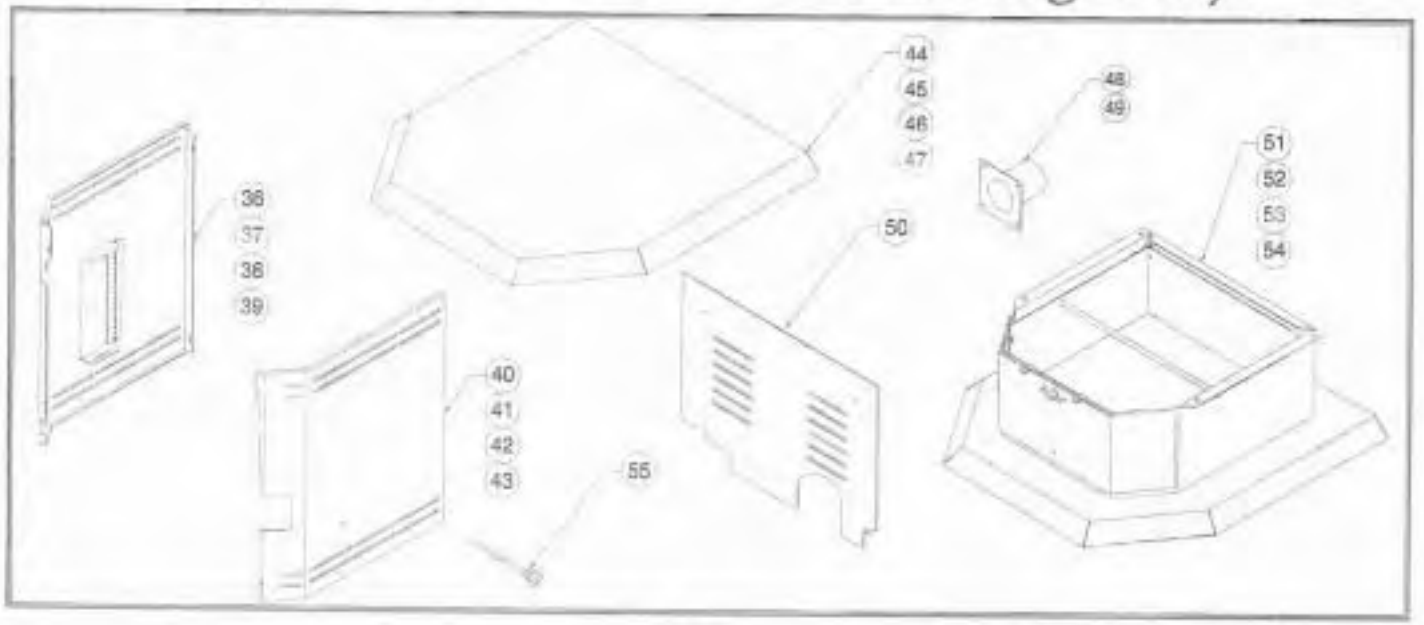
REPLACEMENT PARTS

Common To Both Freestand & Insert		32 #12140213	Igniter Replacement Kit (if included)
1 #17150009	Scraper Rod	33 #17250036	Louver Kit (2 pc. w/Gold Trim)
2 #17254083	Door Assembly (slate)	34 #72045000	Door Latch Hardware
3 #17251083	Door Assembly (black)	35 #13640092	Door Latch Bracket (attaches to stove)
4 #17253083	Door Assembly (brown)		
5 #17255083	Door Assembly (green)	***Freestand Only***	
6 #12050506	Hinge Pins, gold (Set of 2)	36 #17354148	Side Panel-LHS, (slate)
7 #17250029	Firebrick Panel	37 #17351148	Side Panel-LHS, (black)
8 #17250095	Door Handle, Black	38 #17353148	Side Panel-LHS, (brown)
#17255912	Control Board (not shown)	39 #17355148	Side Panel-LHS, (green)
9 #61057202	Glass Gasket (10')	40 #17354147	Side Panel-RHS, (slate)
10 #17250093	Hinge Bracket	41 #17351147	Side Panel-RHS, (black)
11 #11756300	Auger	42 #17353147	Side Panel-RHS, (brown)
12 #13640028	Brick Clips (2 clips)	43 #17355147	Side Panel-RHS, (green)
13 #17150246	Ultragrate Replacement	44 #17354154	Top Panel (slate)
14 #12050011	Combustion Blower	45 #17351154	Top Panel (black)
15 #12146109	Convection Blower	46 #17353154	Top Panel (brown)
16 #17250241	Auger, End Plate	47 #17355154	Top Panel (green)
17 #12046300	Auger Motor	48 #12050093	Quick Disconnect 3" Vent Side
#12058811	Wiring Harness (not shown)	49 #61050016	Quick Disconnect Gasket
18 #12145903	Pressure Switch	50 #17350156	Rear Panel (black only)
19 #12050020	Replacement Glass (front)	51 #17355400	Pedestal w/ashpan (slate)
20 #12058820	Power Cord	52 #17355100	Pedestal w/ashpan (black)
21 #12057601	Ceramic Snapswitch (Mounted on combustion blower)	53 #11855151	Pedestal w/ashpan (brown)
22 #12147705	Snapswitch, 250 DG, 60T21 (Mounted on back of firebox)	54 #11850149	Pedestal w/ashpan (green)
23 #61050003	Auger End Plate Gasket (5 per Pkg.)	55 #11751305	Damper Rod (freestand)
24 #61057100	1/2" Door Rope (7 ft.)		
25 #12050021	Replacement Glass (side) (pkg. of 1)		
26 #61057203	Convection Blower Gasket		
27 #61050005	Combustion Blower Gasket		
28 #17220098	Manual		
29 #40020079	Video		
30 #12041300	Auger Collar & Screw set (3 pieces)		
31 #12050111	Combustion Fan (Motor Only) Kit		

Replacement Parts Freestand & Insert



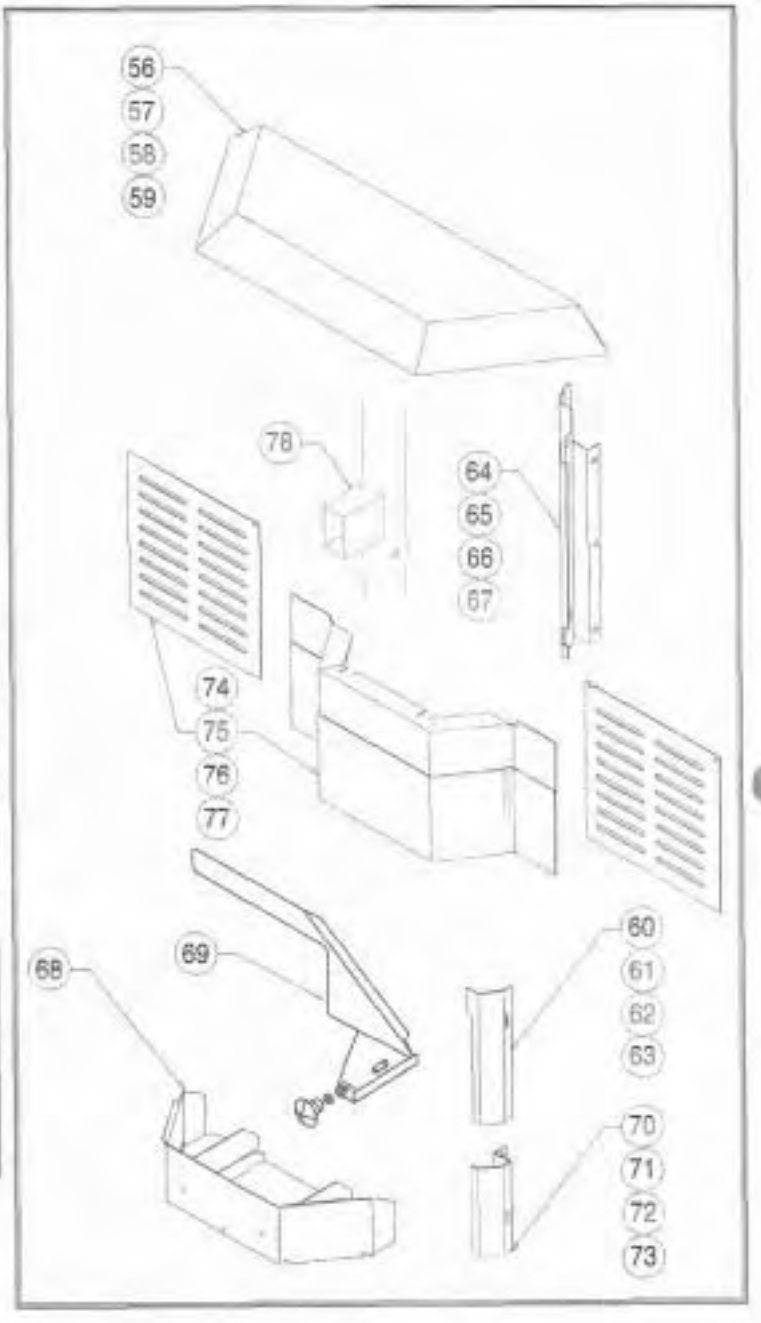
Replacement Parts Freestanding Only



APPENDIX E

REPLACEMENT PARTS INSERT ONLY

Insert Only		
56	#13851078	Top Panel (black)
57	#13852078	Top Panel (brown)
58	#13854078	Top Panel (slate)
59	#13855078	Top Panel (green)
60	#17451188	RHS Panel Upper, (black)
61	#17453188	RHS Panel Upper, (brown)
62	#17454188	RHS Panel Upper, (slate)
63	#17455188	RHS Panel Upper, (green)
64	#17451187	LHS Panel, (black)
65	#17453187	LHS Panel, (brown)
66	#17454187	LHS Panel, (slate)
67	#17455187	LHS Panel, (green)
68	#17450004	Ash Pan
69	#17450016	Damper Activation Bracket
70	#17451192	RHS Panel Lower, (black)
71	#17453192	RHS Panel Lower, (brown)
72	#17454192	RHS Panel Lower, (slate)
73	#17455192	RHS Panel Lower, (green)
74	#17455411	Hearth Support Kit (Black), optional
75	#17455431	Hearth Support Kit (Brown), optional
76	#17455441	Hearth Support Kit (Slate), optional
77	#17455451	Hearth Support Kit (Green), optional
78	#17450132	Exhaust Tee



For Replacement Parts Please consult your local Authorized Whitfield Dealer

BY

PYRO INDUSTRIES, INC.

Whitfield Pellet Quest Plus Owners Operation Manual

Part Number 17220098 IR

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